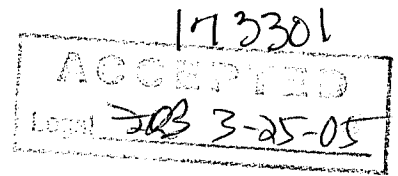


ELLIOTT & ELLIOTT, P.A.  
ATTORNEYS AT LAW  
721 OLIVE STREET  
COLUMBIA, SOUTH CAROLINA 29205  
[ccook@elliottlaw.us](mailto:ccook@elliottlaw.us)



CHARLES H. COOK  
OF COUNSEL

TELEPHONE (803) 771-0555  
FACSIMILE (803) 771-8010

March 24, 2005

**VIA HAND DELIVERY**

Mr. Charles Terreni  
Chief Clerk of the Commission  
SC Public Service Commission  
P. O. Drawer 11649  
Columbia, SC 29211

RECEIVED  
2005 MAR 24 PM 4:09  
SC PUBLIC SERVICE  
COMMISSION

RE: Protestant Letters Submitted to South Carolina Public Service Commission  
regarding Application of Wyboo Utilities, Inc. for approval of New Schedule  
of Rates and Charges for Water and Sewer Services  
PSC Docket No. 2005-13-W/S

Dear Mr. Terreni:

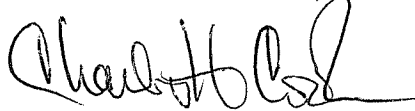
We are delivering with this letter fifty-two (52) protestant letters provided as to the above matter and docket for appropriate filing.

We represent Wyboo Plantation Owners Association, Inc. and as our client we have been asked to deliver these protestant letters from some of their members.

Should you have any questions, please do not hesitate to call.

Sincerely,

ELLIOTT & ELLIOTT, P.A.



Charles H. Cook

CHC/mlw

Enclosures

c: Wyboo Plantation Owners Association, Inc.

**List of Protest Letters  
Wyboo Plantation Utilities, Inc.  
Docket No. 2005-13-W/S**

**Correspondent**

**Date of Letter**

1. William F. Hill	March 21, 2005
2. Joseph Medeiros	March 21, 2005
3. Roy C. Fletcher	March 21, 2005
4. James F. Willhoit	March 21, 2005
5. Larry Tibbals	March 21, 2005
6. William E. Vanscoy	March 21, 2005
7. Jerry J. Moore	March 21, 2005
8. Charles F. Tiller	March 20, 2005
9. Bonnie J. Tiller	March 20, 2005
10. Joseph F. & Mary Ellen Peters	March 20, 2005
11. Thomas D. & Dianne Brown	March 20, 2005
12. Russell & Barbara Cook	March 20, 2005
13. Mario R. & Sally A. Odorico	March 20, 2005
14. Gene Sloane	March 20, 2005
15. Harry R. & Nancy L. Davis	March 19, 2005
16. Robert E. & Phyllis M. Quelette	March 19, 2005
17. Sam R. Morrison	Faxed March 19, 2005
18. Thomas H. & Mary E. Maxwell	March 19, 2005
19. Louis & Charlotte Pernokas	March 19, 2005
20. Randall E. Weitzel	March 18, 2005
21. Marion E. Huxley & Carol A. Gillespie	March 18, 2005
22. Donald L. & Janet A. Stein	March 18, 2005
23. Arthur F. & Margie I. Johnson	March 18, 2005
24. Richard & Nancy Winter	March 18, 2005
25. Dennis D. & Corinne T. Turnbull	March 18, 2005
26. Dinko & Barbara Telesmanic	March 17, 2005
27. Alan & Billie J. Beckman	March 17, 2005
28. James & Mary D. Goebel	March 17, 2005
29. Roccs & Antoniette Caporiceci	March 17, 2005
30. Albert C. & Gail I. Colclough	March 17, 2005
31. Matthew D. Barr	March 17, 2005
32. Nancy J. Barr	March 17, 2005
33. James R. Garrison	March 17, 2005
34. Lee Richards	March 17, 2005
35. John & Jan Hussey	March 17, 2005
36. David & Nancy Hunt	March 17, 2005
37. Frances Allman	March 16, 2005
38. Leonard Allmann	March 16, 2005
39. Linda C. McDonald	March 15, 2005
40. Daniel L. McDonald	March 15, 2005
41. Edward K. Sunderman/Michele C. Butler	March 21, 2004

SC PUBLIC SERVICE  
COMMISSION

2005 MAR 24 PM 4:09

RECEIVED

42. Royetta & Don Shick	March 19, 2004
43. Dona A. Samuels	Undated
44. Dwight Samuels	Undated
45. William L. Cumbee	Undated
46. Samuel T. Welch	Undated
47. John G. Belding	Undated
48. Thomas Orr	Undated
49. William C. Lenhardt	Undated
50. Richard Gregg	Undated
51. Bruce Bresky	Undated
52. Margaret E. Moore	Undated

102 Oakview Circle  
Manning, South Carolina 29102  
March 21, 2005

Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, South Carolina 29211

RE: Docket No. 2005-13-W/S

I am writing in reference to the above docket regarding the requested rate increases for the customers of Wyboo Utilities. I realize prices on everything increase and a business must make a profit. However, I also believe the requested rate increases are far and away excessive. The proposed increases would more than quadruple my current bill. I would ask that the commission study the various figures listed on the utility filing to determine if they are a true representation of the actual costs. I believe when you do this, you, too, will find them excessive.

I would also urge you to research the history of the relationship of the utility with the Wyboo Plantation owners. I would offer the following narrative to you in regards to my personal dealings with Mr. Mark Wrigley.

Beginning in early summer of 2004, my wife and I began to smell a sewage type smell in the front yard. In early fall we also smelled that same type odor in our kitchen sink. Shortly thereafter the lift station pump alarm on the outside of our house began to ring. I turned it off, waited a short period of time, and turned it back on. It did not sound for a couple of days, but then would, and the cycle would be repeated. I decided this must indicate something malfunctioning in the system and called the Wyboo Utilities number.

Between my wife and me, we placed numerous calls and left messages with the answering service describing our problem and asking that Mr. Wrigley get back with us. We never heard anything directly from Mr. Wrigley nor did we see him on our property. Finally, my wife did speak to him. He told her to shut off the alarm, wait, and try again. When she told him we had done just that, he said he would take a look at it.

Mr. Wrigley did come to our house as reported by a neighbor who was out working in his yard. Mr. Wrigley told him that the ground between our two houses was very damp and had probably caused the alarm to short. I did not learn of this through Mr. Wrigley but through our neighbor. Mr. Wrigley never called to tell me his findings.

After hearing this from my neighbor and having the alarm continue to sound, I continued to call his number and eventually got to talk with him. He assured me they would be down, and they did come.

They dug up the ground over the lift station to get to the tank and pump. He said the alarm system had failed, and the pump was burned out. He said they would have to return to replace it, and, I assume, they did. When my wife and I pulled in from church on a Sunday morning, there was a man standing over the hole looking at it. He left without coming to the door and talking to me, so I didn't know exactly what was done. He left the ground in the area piled up, so I assumed he probably had to get or order parts and would return. I heard nothing from Mr. Wrigley about what had occurred nor did the man return that day or any other day.

After several days, the sewage smell continued from the kitchen sink and now from the open ground on top of the tank. I called again and left a message with his answering service who said they would pass it on to Mr. Wrigley; I heard nothing.

On December 23<sup>rd</sup> my wife and I were packed and ready to go to Florida. I decided to try to contact Mr. Wrigley again in hopes that I could talk with him before we left on vacation. In our previous conversations, Mr. Wrigley was very cordial. However, when I spoke to him that day, I was greeted by his wrath. He accused me of tampering with the system and insinuated that I was not telling the truth. Mr. Wrigley then proceeded to tell me in a threatening voice that they would be getting in their truck and coming right down there to see whose problem it was. I said, "Well, it's not mine."

Upon arriving, two men got out of the truck and came to the site. Immediately, Mr. Wrigley began stating it wasn't their responsibility and interrogated me as if I was at fault. He stated his people had not dug the hole; I said I certainly had not dug up my own yard and left it like that and asked what possible reason I would have for doing so. When I asked if they were going to fix it, Mr. Wrigley replied, "I don't know; I'm still thinking about it."

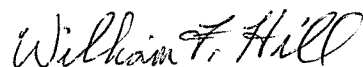
After being grilled like I was the perpetrator and questioned as if I were lying, words got quite heated to the point that a neighbor, Mr. Jim Willhoit, the manager of the Wyboo Plantation, came down to join me. He had stood on his driveway two doors up and had no problem hearing Mr. Wrigley. Mr. Willhoit can verify how bad the scene got, and my wife was in the house ready to call the sheriff's office. Through all of this, I must say the other gentleman acted as just that and kept encouraging Mr. Wrigley to "be quiet" or "to go back to the truck and calm down".

They got in their truck, sped off, and returned shortly. They had shovels in the back and commenced to dig. Upon closer inspection, he realized the pump had not been working and the water pressure had forced the lid to move and pushed up the ground leaving exposed sewage. Dirt had fallen into the tank and further damage things. He said he would fix it, Jim agreed to be around if he needed to get in the house while we were gone, and apologized for his behavior. It was fixed the next day.

I was very upset and insulted by Mr. Wrigley's accusations. I am not a complainer and do not call to harass; I had a legitimate problem, reported it calmly, and was greeted by Mr. Wrigley's tirade.

Thank you for your time and attention.

Sincerely,

A handwritten signature in cursive script that reads "William F. Hill". The ink is dark and the signature is fluid, with a large, stylized 'H'.

William F. Hill

March 21, 2005  
Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

Re: Docket No. 2005-13-w/s

Dear Commission Members,

I am writing in reference to the above docket that concerns the exorbitant rate increase requested. I am a customer of this system and use both the water and sewer services.

I first question the ability of this existing management to conduct its business in an efficient and productive manner when they seem to have no clue as to when new customers are tied in and using their services. I was using their service some ten months after the fact and had to contact them first to let them know and I personally know of other cases as well.

Secondly, if the company is that unknowing for that item, what about the rest of their operation?

Lastly, I strongly suggest that the commission study the figures in their filing regarding their actual cost.

Thank you for your time and consideration,

Joseph Medeiros  
840 Bentwood Circle  
Manning, SC 29102  
Tel. 803-478-2766

23 Ridge Lake Drive  
Manning, SC, 29102-9512  
March 21, 2005

Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29111

Re: Docket No. 2005-13-W/S

I am writing in reference to the above docket. The rate increases requested by Wyboo Plantation Utilities, Inc. (WPU) are way above anything that equates to "fair and reasonable." Under Mr. Wrigley's requested increase my annual water costs would jump from \$276.00 to \$924.00 or over a 400 per cent increase. Fair and reasonable??? I don't think so!!!

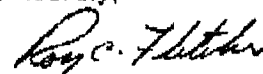
While municipal water companies have certain advantages over private companies such as the WPU, they also can require residents of that municipality to be hooked into their water service. Mr. Wrigley, as owner of the WPU, cannot require that of the residence of Wyboo Plantation. If my annual water costs jump to \$924.00, as requested, drilling my own well would make economical sense, as it may for many other residents in my community.

I would hope that from a public health standpoint we are not forced to go with individual wells. A centralized water system is intended to provide safe drinking water to the community following specific guidelines. Being forced by economics to drill individual wells could develop into a health concern for the community.

While I support a reasonable return on investment, I don't think it's fair to base the requested increase on what appears to be inflated costs. I would hope that the commission would closely examine the numbers Mr. Wrigley has claimed to be "cost estimates."

Thank you for your consideration in this matter.

Sincerely,



Roy C. Fletcher

JIM & EDIE WILLHOIT  
106 OAK VIEW CIRCLE  
MANNING, SC 29102

March 21, 2005

Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211  
RE: Docket No. 2005-13-W/S

Dear Sir or Madam:

We are writing in reference to the above docket. My wife and I have lived at Wyboo Plantation for the past 3 years and we are very concerned with the current service and the proposed increase for water and sewer service to our home. Please review/consider the following points of concern:

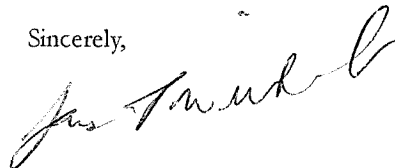
- Our current water and sewer rates are 35% higher than communities in the area. Summerton and Manning rates are much lower. Knowing this, Wyboo Utilities should be financially stable and making money if managed properly.

- The manager/owner of the Utilities, Mark Wrigley, is about the worst public service representative that I have ever experienced. He is confrontational, does not respond to problems on a timely basis, and appears to run this business as a sideline to supplement his income. I witnessed a confrontation where Wrigley verbally attacked my neighbor Frank Hill during December 04 over a sewer problem that his team caused.

- I have read through his supporting documentation for the rate increases. This is a rambling of excuses for a poorly run business. He blames all his problems on a system that he has not pro-actively tried to maintain and upgrade as he continues his business. For instance, in section c-3 he says he has \$50,000 annual cost in line breakage. I can't find this in his Annual Operating statement on B-(2). His biggest expense is NBSC loan and his Salary.

- We need your help in making sure that the proposed rate increases and the extortion level service fees are not approved. Hopefully, you will see through this proposal as what it truly is: A man running a business that has very little knowledge or ability to manage it.

Sincerely,

A handwritten signature in dark ink, appearing to read "James F. Willhoit", written in a cursive style.

James F. Willhoit



Larry & Linda Tibbals  
215 Ridge Lake Drive  
Manning, SC 29102

March 21, 2005

Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

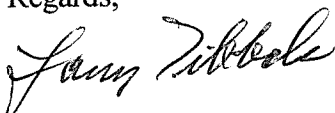
Re: Docket No. 2005-13-W/S

I am writing in reference to the above docket to express my total opposition to the proposed fees and procedures requested by Wyboo Plantation Utilities, Inc. (WPU). In my case, this proposal would amount to an increase in fees of 240% plus. This docket represents an attempt at legal extortion by WPU. I would like you to consider the following points:

1. Our current water and sewer rates are almost double what communities in the area such as Summerton and Manning are charging. If anything, our current rates should be lowered rather than raised.
2. I think investigation of WPU may show that it has a poorly engineered physical system, is poorly managed and under capitalized to be a public utility.
3. WPU is managed and operated on a part time basis. Service is not provided or completed on a timely basis.
4. I have personally witnessed WPU personnel pumping my neighbor's septic gray water onto their front yard. Is this not a health hazard?
5. Mark Wrigley has a reputation in our community as being very confrontational. This is not against the law, but his threats to customers are very unnerving by a public utility. Recently I witnessed Mr. Wrigley standing on the back of his pick-up truck, in a customer's driveway, waving his arms and yelling threats at the customer.
6. All other public utilities pay the cost of service outside the house. The developer of our community has always assured us that WPU would service, at no charge, our individual septic pumping system to the main sewer line. Our monthly sewer rates were to cover this expense. Action in recent years by DEHAC has confirmed this policy. Why should this change now?
7. I don't understand how a residential customer can be charged extra for outside use water. I thought that residential household water could be used anywhere on the property in support of household projects, ie, washing cars, watering flowers, cleaning windows etc.
8. Proposed collection procedures in the docket are unreasonable and only reflect the personality of Mr. Wrigley. The dates for being late and termination of service are totally unreasonable by most business standards. Credit cards and most other business accounts allow considerably more time for payment or termination.
9. Approving any part of this docket's proposals will contribute to South Carolina's inability to attract industry and business to the state. No company wants its employees to be charged beyond reason for utilities.
10. And last, being a retiree, I just can't afford to be part of this kind of extortion. If approved, I will seriously consider selling my property and move to another state.

Thank you for your consideration.

Regards,



115 Oak View Circle  
Manning, SC 29102  
March 21, 2005

Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

Re: Docket No. 2005-13-W/S

I am writing to oppose the changes in fees and procedures that are being requested by Mr. Mark Wrigley for the customers of Wyboo Plantation Utilities. I feel that the proposed increases are outrageous and exorbitant. In addition, I must point out that the operations, maintenance, and billing procedures are highly questionable at best.

For nearly forty years my father operated and maintained the water and sewer systems for a small town (approximately 5,000 people) in West Virginia, so I am not unfamiliar with the complexities, problems, and expenses of such a system.

To begin with, I have never heard of a public utility which has no means of measuring what it provides in order to insure equitable billing based on use. We have no water meters! Not only do individual customers have no means of monitoring their own use, neither does WPU. As a result, new homes have been finished and occupied for considerable periods of time without ever receiving a water/sewer bill. It appears therefore that WPU is providing and charging for services without ever knowing exactly who their customers are and what is being provided. This is obviously very bad business practice and should be looked into.

With a thorough examination of rates, schedules, monitoring, metering, overhead costs, and business practices, I see no reason that Wyboo Plantation Utilities should not be able to provide services at far less cost to consumers than has been proposed.

Sincerely,

*William E. Vanscoy*

Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

RE: Docket No. 2005-13-W/S

Date: 21 March 2005

Dear Sirs:

I am writing in reference to the above docket matter. I strongly oppose your even considering approval of the rate request as filed. I studied Mr. Rigley's proposal with the hope that I would be able to determine if he deserved any type of rate increase for the utility services he provides. The bottom line is that his filing is so rampant with errors that it is impossible to come to any kind of decision based on the information he has provided. My suggestion would be that the PSC send him home with directions to completely redo his filing so that it can be studied as a coherent proposal. For example, he states that he is being required to install an ABOVE GROUOND storage tank but then justifies a large part of his increase on the need to build an "ELEVATED STORAGE" tank at a cost of either \$600,000 or \$6,000,000 depending on which of his many erroneous numbers you choose to use. What is the estimate for building an "above ground" concrete storage tank? I believe it is far less than \$600,000 and obviously the \$6,000,000 figure must be a gross misstatement on Mr. Rigley's part.

In past years Mr. Rigley's utility has charged an additional \$10.00 per month seasonal fee for those using his system for lawn irrigation. Now he has a proposal to charge everyone who has an "outside hose bib" an additional \$25.00 per month. Such a proposal is simply ludicrous. I believe Mr. Rigley is simply in the wrong business. He states that part of his problem is the poor condition of the infrastructure he is trying to support. The PSC might ask Mr. Rigley why he purchased a utility in such poor condition. It was his fiduciary responsibility to assure that what he purchased was of the stated value. It is certainly not the responsibility of his current customers (I use the term loosely) to make good on his bad investment.

I have, fortunately, had only limited personal exchanges with Mr. Rigley. However, I can unequivocally state that in my opinion he is not an individual that should be in a service business. Based on my observations, he is arrogant and rude and near impossible to deal with in any reasonable manner. Certainly the filing he presented to the PSC is a good reflection of his character. I would imagine his thought process was simply, "I'll ask for a huge increase with no merit and perhaps I'll get something." The PSC should show Mr. Rigley that such a tactic is not an acceptable way of doing business in the state of South Carolina.

The Commission should bear in mind that the rates that Mr. Rigley is currently charging exceed those of every community for which I have found documented rates. Including

those that are available on the PSC's own website. In fact, most requested increases are for less than Mr. Rigley is currently charging. The Wyboo PU does not need a rate increase it needs better management.

Very truly yours,

A handwritten signature in black ink, appearing to read "J. Moore".

Jerry J. Moore  
240 Plantation Drive  
Manning, SC 29102  
(803) 478-412

Public Service Comm of South Carolina  
Attn. Docketing Dept.  
P. O Box 11649  
Columbia, S. C. 29211

March 20, 2005

RE: Docket No. 2005-13-W/S

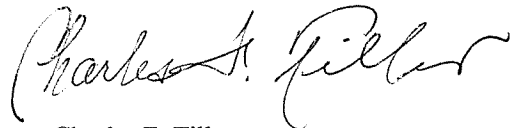
I am writing in reference to the above docket pertaining to water/sewer increase by Wyboo Plantation Utilities of Sumter, S. C. I am completely astounded that anyone would have the gall to ask for a 240% increase for their services! I have been receiving social security for 5 years & have researched the federal governments cost of living raises. In the past 5 years they have averaged 2.46%. (The past 2 years - 2.4%) If Mr Wrigley needs a raise in his rates perhaps they could or should be more in line with these numbers! If he has owned Wyboo Utilities for 2 years ??? maybe he should receive a 5% increase.

I have inquired into water/sewer rates in 3 area southern states. (Va., Fla, & Ga.) & found that they average \$36.00 per month. I don't understand why our monthly charge should go from \$38.00 per month to \$129.00 per month. (If we are billed for all outside faucets the monthly charge would be \$154.00!)

We have 2 outside faucets at our house. We have lived here 7 & a half years & the faucet on the side of the house has been turned on 3 or 4 times. The faucet in the front of the house is used maybe 10/12 times a year. Wyboo Utilities expects me to pay \$25.00 per mo. per? At \$300.00 per year per faucet --- NO THANKS!

If this raise is granted our sewer/water bill will be \$1448.00 annually which would be almost \$500.00 per year MORE than our property tax bill. It will be \$1448.00 if we only charged for 1 outside faucet, if we are charged for both our annual charge would be \$1748.00!!! \$1748.00 figures out to \$33.00 per week. We don't spend a whole lot more than that on groceries per week. There is no way on God's green earth that a 240% increase in ANYTHING is justifiable.

Thank you,

A handwritten signature in black ink, appearing to read "Charles F. Tiller". The signature is fluid and cursive, with a large, stylized "C" at the beginning.

Charles F. Tiller  
133 Ridge Lake Drive  
Manning, SC 29102  
803-478-5224

Public Service Comm of South Carolina  
Attn. Docketing Dept.  
P. O Box 11649  
Columbia, S. C. 29211

March 20, 2005

RE: Docket No. 2005-13-W/S


To Whom It May Concern:

I am writing in reference to the above docket No. 2005-13-W/S pertaining to water/sewer increase by Wyboo Plantation Utilities of Sumter, S.C. I feel that Mr. Wrigley's request of a 150 % + increase in fees for water and sewer in Wyboo Plantation for present users is unconscionable. If you add charges for for the water and sewer tap fees the amount is astronomical. Increases of these amounts will halt growth in Wyboo Plantation.

In January of this year, there was a water leak in my neighbor's yard at the cut-off valve. They (Mr. and Mrs. Arthur Johnson) made several calls to Mr. Wrigley's office to have this repaired. Eventually, Mr. Wrigley sent someone to repair the leak. The "repair" made the leak worse and hundreds of gallons of water washed down our driveway and into our backyard. Finally, almost a week later Mr. Wrigley came and repaired the leak himself. At that time a meter was inserted at the cut-off.

Thank you for your thoughtful consideration in this matter.

Sincerely yours,



Bonnie J. Tiller  
133 Ridge Lake Drive  
Manning, SC 29102  
803-478-5224

**Mr. & Mrs. Joseph F. Peters, Jr.**  
40 Plantation Drive  
Manning, SC 29102-9040

Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

March 20, 2005

**RE: Docket No. 2005-13-W/S**

Dear Commission Members:

This letter is in reference to the above identified Docket Number.

Last month, with our monthly invoice for water service, we received a notice from Wyboo Plantation Utilities, Inc. (WPUI) announcing an intention to seek an increase in various charges to their customers. We were shocked to say the least!

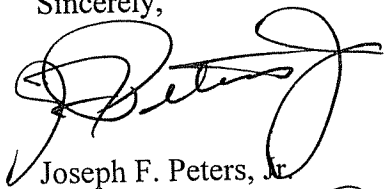
We moved to South Carolina in 2000 and have lived in our current home since August, 2001. We have been billed for our water consumption at the standard rate of \$18.00 per month plus (for the past 2 ½ years) a \$2.38 per month DHEC "Clean Water" fee. The only difficulty we have experienced with WPUI has been their record keeping. We was charged for sewer service for three months before the company removed these charges after we explained that we have our own septic system. The company also hung a bright red "Delinquent Water Bill" notice on our front door in full public view after they neglected to credit my account for a timely made payment. This was rectified without apology only after we provided them with a copy of our canceled check for that payment.

We believe the current water fee is reasonable considering the fact that there are only two people living in our home. We do not use our house water for irrigation purposes since we have our own separately maintained irrigation pump which is fed from Lake Marion.

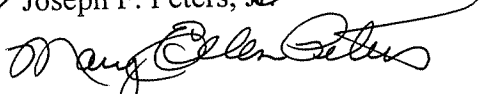
Although not a major item, the cost of this utility was certainly one of the factors we considered when deciding to move to Clarendon County and in particular, Wyboo Plantation. Since we are now retired, our disposable income is rather limited and we can ill afford increased costs for a utility upon which my wife and I depend, especially since we have no alternate source for this utility. Wyboo Plantation Utilities, Inc. has been the only supplier of water to this community since we moved to Wyboo Plantation over three and a half years ago. We do not believe a company could have stayed in business that long if it was not profitable for them. While a modest increase may well be warranted due to inflation and the cost of maintaining good water quality, we seriously doubt that more than doubling their customers monthly water bill can be justified. The other water service charges outlined in the above mentioned notice seem to likewise be outrageous. Faced with such water and water service charges, no new residents would ever decide to move into this community, or anywhere else in Clarendon County for that matter. A monopolistic utility should not be able to obtain the exorbitant rate changes requested by Wyboo Plantation Utilities, Inc. for water service to a community.

Since we do not have sufficient information and/or knowledge about Wyboo Plantation Utilities, Inc., or this particular industry, to make a proper estimation of a "justifiable" increase in water rates, we must respectfully request and rely upon the Commission to make a proper determination in this regard only, of course, after due consideration of the facts at their disposal.

Sincerely,



Joseph F. Peters, Jr.



Mary Ellen Peters



Mr. & Mrs. Thomas D. Brown  
221 Ridge Lake Drive  
Manning, South Carolina 29102

3/20/05

Public Service Commission of South Carolina  
Attn: Docketing Dept.  
P.O. Drawer 11649  
Columbia, South Carolina 29211

To Whom It May Concern:

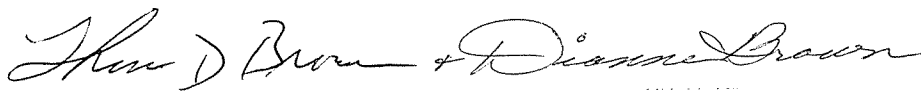
Initially we would like to state that our grievance is not with Wyboo Plantation Utilities as much as it is with the management by the current owner, Mr. Mark Wrigley. Our difficulties go back almost 3 years to the time when our septic system first failed.

At that time we paid approximately \$1,400 out of our own pocket to remedy a situation that occurred to our system. Shortly after this we discovered that Mr. Wrigley then expected each resident in the community to make similar upgrades to their systems at their own expense. To us this seemed unreasonable considering that it should have been considered a capital investment by Wyboo Plantation Utilities.

Now, almost 3 years later and months after Mr. Wrigley was contractually scheduled to have a completed water system in place, we find that he expects the residents of the community to once again finance additional long term capital investments. It is exceedingly obvious to us that Mr. Wrigley cannot secure conventional financing to maintain this utility. Instead he is making an attempt at putting his own personal financial burdens on the backs of a majority of residents that now live on fixed incomes.

It is our opinion that Mr. Wrigley is attempting to finance what should be his own capital investments with no personal fiduciary obligation.

Sincerely,

  
Thomas D. & Dianne Brown

Cc: Wyboo Plantation Board of Directors

March 20, 2005

Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211  
RE: Docket No. 200513-W/S

We writing in reference to the above docket. My wife and I have lived in our Wyboo Plantation home only since April 2003, and the house was occupied only 10% from Nov 2003 until April 2004. My wife and I are the only occupants of our three bedroom three bath home.

Previously, we have lived in a five bedroom , 2.5 bath home with metered water service . During the last five years, with two occupants, our metered water use averaged 15,000 gallons PER QUARTER or about 5,000 gallons per month. Our QUARTERLY water bill was less than \$25.00 or about \$8.00 per month. The sewer rates in our previous home was based on basic water consumption during the winter quarter (assuming no outside water usage in the winter quarter.) During the last five years, the average sewer charge was \$45.00 PER QUARTER, approximately \$15.00 per month. Thus, our two person household over the last five years has used about 60,000 per year at a cost of \$100.00, and a sewer charge of 180.00 per year, totaling \$280.00 per year.

According to the rate charges requested by WPU, our unmetered water and sewer charges will be  $12 \times \$104 = \$1248.00$  per year. With the imposition of the \$25 per month outside bib charge, our monthly bill will be \$127 per month, \$381 PER QUARTER, or \$1548 annually. Based on our current water and sewer charges of \$456, the increase based on this rate proposal will be \$1068. In addition, since we have an interceptor septic system, we incur additional expenses of about \$150 over three years to pay for tank pumping and solids disposal. Using this estimate, our annual costs will be over \$1600 per year for water, wastewater systems and independent solids disposal.

We believe that rate to be excessive and we urge the commission to reject this excessive rate increase request.

In regard to the WPU rate request of \$25.00 per month outside bib charge: While we have an outside bib connection, it is not used for irrigation purposes. It is only used for occasional car washes. Our installed irrigation system is separate from any WPU water. The irrigation water used in our yard is supplied by our yard service company. We request that the \$25.00 per month outside bib fee be rejected .for those properties which do not use WPU water for irrigation or swimming pools.

The rate proposal mentions several pre-existing conditions upon which the current owners base their rate increases. Pre-existing conditions (when WPU was purchased by the current owners of WPU) such as effluent pond lining not constructed to specifications, the need for additional manhole access covers, the security of the wastewater areas, the need for a larger storage tank,

the need for maintenance of mechanicals, and reserve funds for replacement of mechanicals should have been investigated by the current owners of WPU at the time of purchase. The purchaser must exercise due care diligence during the purchase process. The current owners of WPU need to seek remedy from the previous owners of WPU. The risk or failure of care and due diligence does not become the burden of the current customer.

As a customer of a regulated for-profit public utility, we ~~am~~<sup>are</sup> not responsible for paying for the apparent failure of the current owners of WPU to fully determine the existing conditions of the system which they purchased..

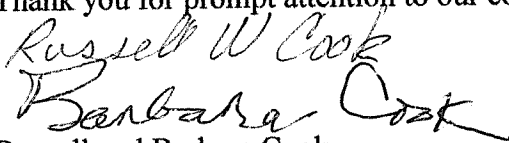
In regard to the request "Recumbent of all DHEC Fees levied on WPU", the customers of WPU should pay the fees levied by DHEC in the course of normal and proper operation of the water and wastewater systems. However, the customers of WPU are NOT responsible for paying or reimbursing WPU for any fines or penalties imposed by DHEC on WPU arising from IMPROPER operation, mismanagement of WPU and lack of required and proper system maintenance. These are corporate risks (costs), not customer risks (costs).

As a final point, WPU contends that the monthly water use is solely the responsibility of the customer. we believe underground leaks in the water distribution system prior to delivery to the customer could be responsible for the part of the monthly usage. And WPU is responsible for maintenance of the underground water distribution system. WPU is also responsible for prompt billing of new customers.

As a customer we expect modern water and wastewater systems. We also expect office and billing practices to meet current business practices.. We have requested that WPU automatically debit our bank account. WPU claims they are unable to do this current business practice. The Public Service Commission of South Carolina should encourage WPU to institute automatic debiting system for WPU customers.

We concur with the comments and concerns expressed by our friends and neighbors to the Public Service Commission of South Carolina.

Thank you for prompt attention to our comments.



Russell and Barbara Cook  
109 Deertrail Court  
Manning SC 29102  
803-478-2393

**QUARTERLY BILL****RUSSELL & BARBARA COOK****FAIRFAX COUNTY  
WATER AUTHORITY**8570 EXECUTIVE PARK AVENUE  
FAIRFAX, VIRGINIA 22031

E-MAIL: CUSTOMERS@FCWA.ORG

TELEPHONE (703) 698-5800  
MONDAY - FRIDAY 8:00 A.M. - 6:00 P.M.VISIT OUR OFFICE  
MONDAY - FRIDAY 8:00 A.M. - 4:30 P.M.TELEPHONE DEVICE  
FOR THE HEARING IMPAIRED  
(703) 698-7025SERVICE ADDRESS **13942 SPRINGSTONE DR**SERVICE TYPE **RESIDENTIAL**

ACCOUNT NUMBER	PREVIOUS READING DATE	PRESENT READING DATE	BILLING DATE	DELINQUENT DATE
0000162970026	08/13/02	11/07/02	11/18/02	12/18/02
METER READINGS	PREVIOUS READING	PRESENT READING	CONSUMPTION 1000 GALS.	WINTER QUARTER CONSUMPTION
WATER	204	217	13	15
SEWER BASED ON ACTUAL WATER CONSUMPTION			13	

**CHARGES (SEE REVERSE FOR DESCRIPTIONS)**

WATER RATES - ESTABLISHED BY  
FAIRFAX COUNTY WATER AUTHORITY

SERVICE CHARGE	5.50
WATER USAGE CHARGE	
13 X 1.30	16.90

SEWER RATES - ESTABLISHED BY  
FAIRFAX COUNTY GOVERNMENT

SEWER USAGE CHARGE	
13 X 2.95	38.35
TOTAL AMOUNT DUE	60.75

THIS BILL IS DUE AND PAYABLE WHEN RENDERED—KEEP THIS PORTION FOR YOUR RECORDS

113 Oakview Circle  
Manning, SC 29102  
March 20, 2005

Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

Re: Docket No. 2005-13-W/S

Gentlemen:

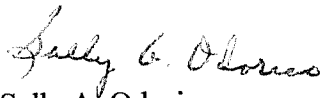
We are writing in reference to the above docket since we are very concerned about the rate increase our water utility is requesting. This is an astronomical increase and if granted, our water rates will probably be among the highest, possibly even the highest, in the state. We are senior citizens and live on a fixed income and this will definitely create a hardship for us. It will also impact on future sales of houses in our area since residents of neighboring communities (Manning and Summerton) pay much less for water. Perhaps the utility filing should be checked carefully to determine if their figures are actual figures.

Thank you for your consideration.

Very truly yours,

A handwritten signature in cursive script, reading "Mario R. Odorico".

Mario R. Odorico

A handwritten signature in cursive script, reading "Sally A. Odorico".

Sally A. Odorico

Date: March 20, 2005

To: Public Service Commission of South Carolina  
ATTN: Docketing Department  
Post Office Drawer 11649  
Columbia, S.C. 29211

From: Eugene and Evelyn Sloane  
36 Plantation Dr.  
Manning, SC. 29102

RE: Docket NO. 2005-13-W/S

To whom it may Concern,

We bought our home in Wyboo Plantation in July 2003. We were currently living in Florida, trying to sell our business; therefore our Utility Bill was paid in full for one year.

In March 2004 we received a utility Bill for \$116.00. Big Surprise! I called Wyboo Utilities and they informed me of a previous owner's unpaid Bill. They stated I must pay the \$116.00 or my water would be shut off. In reply, I stated "my Bill was paid, if need be I would see them in court." Wyboo Utilities hung-up on me.

My wife called again and spoke with Mr. Wrigley. After some discussion he agreed to investigate the situation and notify me of

the outcome. I received no reply.

Another Bill was received charging Irrigation fees of \$10.00 per month for April, May and June 2004. We notified Mr Wrigley that we had no irrigation and did not pay the Bill. In late April 2004 we received a credit memo for \$116.44, and did not pay or receive any further Billing for irrigation.

I do not agree with the request of Mr. Wrigley and Wyboo utilities. I appreciate your reviewing and decision on this matter. Thank you for your cooperation.

Sincerely,

Gene Sloane  
Gene Sloane

March 19, 2005

Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

Ref: Docket #2005-13-W/S

Dear Commissioners:

We are writing in reference to the above docket to express our objections to and concerns regarding the proposed water/sewer rate increase. We feel this increase will cause us undue hardship. We further do not feel the requested increase is justifiable.

A. The Applicant has stated this increase "is necessary in order to provide reasonable and adequate service to its customers".

- As a fulltime permanent resident of the Wyboo Plantation subdivision, we have not experienced any disruption of service or inadequacies in service. We feel investigation by the appropriate regulatory bodies should be done and their findings be made known to the residents of the Wyboo Plantation subdivision specifically relative to any deficiencies found.

B. DHEC standards and regulations (other governmental agencies) —

- In paragraph A-(1) of the application, the Applicant is referencing the need for a 350-gallon ground storage tank. This project is apparently already underway and is the only recognizable and sole expense associated to the Wyboo Plantation subdivision water services. The applicant does not state the costs associated with this project nor does he indicate that sufficient funds are not already available for the purchase and installation of this tank. One can only assume he has sufficient funds to cover this current project without increasing rates.

C. It is apparent the Applicant's sole basis for this rate increase is based on two (2) major capital expenditures:

- L-(12)-1 (500,000 gallon elevated tank at the cost of \$1,530,889)
- L-(12)-2 (Waste water collection, transport & treatment system at the cost of \$478,245)



The application does not justify the need of the elevated tank or if it is required in order to provide safe water to the residents of Wyboo Plantation subdivision. The application does not state that this is required by DHEC or any other regulatory body to be compliant with the regulations and standards of these entities.

Further, we do not feel the figures submitted with the application are true, accurate, and reflective of the water/sewer requirements of the Wyboo Plantation subdivision. It appears the expenses are combined for "all" communities serviced by the Applicant. For example, paragraph A-(1) references "Cedar Hill MHP" and "Granada Subdivision". Both of these communities are located in Sumter, which is some 30 miles from Wyboo Plantation subdivision. Why is the Applicant allowed to submit an application inclusive of areas not on the same water/sewer system as Wyboo Plantation subdivision? Shouldn't the Applicant be required to submit separate applications for rate increase requests?

In regards to the wastewater proposed increase, it appears from the application the Applicant has been upgrading and replacing items as needed. His figures on what has been replaced and items needing replacement (L-(12)-2) need further investigation. He states a spray effluent pump was replaced at the cost of \$42,000. On exhibit L-(12)-2 he shows refurbishing existing spray pump at \$30,000. Is this the same spray that was just replaced and if so why does it need refurbishing if it is new? He further states 2 aerators were replaced at the cost of \$26,000 each (\$52,000 total) and two large ones need replacing. His project reflects two large and two small aerators to be replaced at a total cost of \$30,000. Why do the small ones need replacing and why is it cheaper to replace 4 than 2? His numbers need further investigation and we feel the Commission should be provided with "actual" costs (invoices on completed work and bids on new equipment) for any work to be completed at the Wyboo Plantation subdivision waste water treatment facility.

Another item we take issue with is the enormous increase in salaries. The Applicant has indicated a salary increase expenditure of \$212,000 versus the previous of \$41,273.50. If this is reflective of new hires, we feel the Commission should be provided an actual breakdown of required salaries based on current personnel and personnel to be added. If this is reflective of Mr. Wrigley's increase in salary, it is totally out of line and not in the realm of servicing his customers!

The one last item we take issue with is the Applicant's request for a \$25.00 per month outside hose bib fee on single family homes in Wyboo Plantation subdivision. This request is totally ridiculous and uncalled for. Our outside water usage is very minimal to nil. We do not use WPU for our yard irrigation. We are on a separate irrigation system fed by the lake and maintained by another entity. It is not associated with WPU and we therefore should not be penalized for water we don't use.

We would like to thank the Commission for hearing our objections and concerns on this proposed rate increase. We sincerely hope you will take into consideration the hardship that will be placed upon us if you approve this increase. We simply cannot afford for our current rate of \$38.00 per month be elevated to \$129.00 per month. We are retired; living on one fixed income and therefore live within a budget. We sincerely hope and pray that you will deny the Applicant's request for such an exorbitant increase.

Sincerely,

A handwritten signature in cursive script, appearing to read "Harry R. Davis".

Harry R. & Nancy L. Davis  
Wyboo Plantation  
108 Ridge Lake Drive  
Manning, SC 29102  
(803) 478-3187

Robert E. Quelette  
Phyllis M. Quelette  
49 North Lake Circle  
Manning, SC 29102  
March 19, 2005

Public Service Commission of State of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

Re: Docket No. 2005-13-W/S

To Whom It May Concern:

While we cannot dispute any of the technical statements and the balance sheet figures representing expense and income, we emphatically question the credibility of the following points and statements of this company (the WPU). If the WPU performed proper due diligence prior to the purchase of the utility then why are many of the shortcomings just now surfacing and "presenting a hardship" to the WPU?

To our knowledge, all of Wyboo Plantation (where we reside) is unmetered as far as water usage is concerned. The WPU claims that normal usage is 100 gallons per day (and we cannot dispute this) and the WPU normal production should be an average of 2.178 mgd and they actually produced 7.137 mgd. Simply put this tells us that someone is using excessive amounts or the production is escaping the system somewhere before it reaches the consumer. If it is in fact someone using excessive amounts then it would appear obvious that if the usage was metered the WPU could identify these users and would charge fees accordingly to recover costs.

We have heard no word from WPU that they intend to install individual meters to alleviate this problem and we wonder why not. In their request, WPU states that they would install a single meter for multiple units and levying an "average" consumption fee on each unit. This is another example of WPU's "simple" and least expensive (for them) solution, however not very equitable nor acceptable for the users. This community is made up of all single family and separate dwelling units. Some of which are full time residences and some not.

In another part of its request the WPU is proposing a surcharge of \$25 per month for every residence containing an outside bib or spigot! This almost paranoid mindset of the WPU seems to be that everyone here is "secretly" using excessive amounts of water outside the house because of these spigots. What house or building built doesn't have outside spigots?

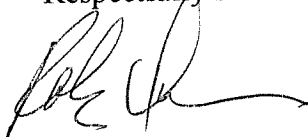
Notwithstanding the above the WPU also bemoans the condition of the waste water treatment system. Again, it was acceptable when they purchased the utility. The WPU is now attempting to alter their responsibility to the user by passing on expenses of parts of the system we now have, namely a "step system". Everyone here with exception of Phase A, B, C\* is on the "step system". When we purchased in 1994 it was explained to us by the then Developer the "step system" and how it applied to us as future users and to the utility company owning it (at that time by the developer Wyboo Plantation, Inc.). It was to be maintained by the utility company starting from the pump in the tank. Again, it was acceptable practice then as it should be now.

One can find many communities such as ours and their water and sewer utility expenses on the internet today and see that WPU's requested rate approval is excessive and ambitious.

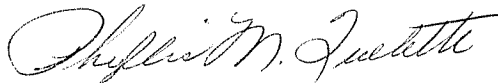
While we are reasonable enough to understand that "nothing stays the same" and we believe that any entity supplying products or services in an efficient and fair manner, should be rewarded with a suitable profit. The usage should pay for the WPU's usual and reasonable expenses as well as an acceptable rate of return based on user fees of similar systems in similar communities. Since we, as consumers, are limited in pursuing competition in this case, we strongly urge and beg the South Carolina Public Service Commission to very carefully review the WPU's request to increase its water and sewer rate by **219%**! Their proposal in a nutshell would take us from paying \$40.38 per month to \$129 per month. This includes the ridiculous \$25 outside spigot surcharge.

\*Phases A, B, and C are homesites that are serviced by private, individual septic sewer systems.

Respectfully submitted,



Robert E. Quelette



Phyllis M. Quelette

Sam R. Morrison  
49 Wood Lake Drive  
Manning, SC 29102

Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

RE: Docket No. 2005-13-W/S

I am writing in reference to the above docket issue. My wife and I have been residents of Wyboo Plantation since December, 1999.

Before buying a retirement home, we researched many areas of the southeast for a suitable and affordable area. Being from West Virginia made us very aware of utility costs and usage. We gathered information from many sources on the energy utilities, thinking that cooling costs could be a major expenditure during the long summer months in South Carolina. We received data regarding property tax, personal tax, auto licensing, home and auto insurance rates, etc. Wyboo Plantation, in rural Clarendon County, met most of our needs. We came here from a rural area in West Virginia and the current water rates are comparable to the rates we paid there.

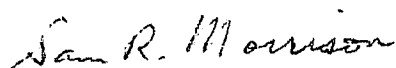
My wife and I, along with the vast majority of Wyboo residents are on a fixed income. Budgeting is a necessary part of our life. Imagine our surprise, when we received a copy of the Notice of Filing and Hearing for the above-referenced issue in our February water bill. I firmly believe that every business has a right to "earn a reasonable return on its investment and to attract capital for future improvements". However, I do not believe that the proposed rate increase falls in the category of "reasonable". A two hundred eighty-nine percent (289%) increase in our basic water rate appears to be exorbitant.

I feel certain that the Public Service Commission of South Carolina has records of all utility companies operating in the State of South Carolina. I would request that the Commission study the various financial data listed on the utility filing from Mr. Wrigley in order to determine if that is a true representation of actual costs incurred.

I strongly oppose the installation of a water meter. It is my understanding the cost of that is approximately \$1,000 and Mr. Wrigley proposes that we pay for that. That would be a major capital outlay that we have not planned for.

Thank you for this opportunity to voice our concerns.

Sincerely,



Sam R. Morrison

March 19, 1005

Public Service Commission of South Carolina  
ATTN: Docketing Department

Post Office Drawer 11649  
Columbia, SC 29211

RE: Docket No. 2005-13-W/S

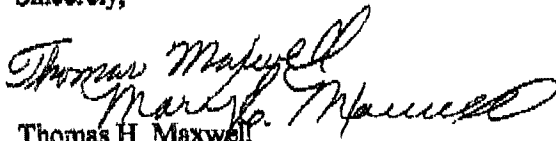
We are writing in reference to the above docket. We would like to request that the Commission study the figures listed on the utility filing.

We would like to advise the Commission that we, like many others, are not full time residents of Wyboo Plantation. Since the utility company has not installed meters to monitor water usage they are collecting fees without any cost, we believe this factor should be taken into account when considering the rate increase.

The amount of the increase seems to be way to high even for full time residents and the addition of a fee for outside faucets is beyond a fair level.

Thank you for your fair review and consideration in this matter.

Sincerely,



Thomas H. Maxwell  
Mary E. Maxwell  
100 Oak View Circle  
Manning, SC 29801

*From; Dr. and Mrs. Louis N. Pernokas*

*To; Public Utilities Commission of South Carolina      19 March 2005  
Re. Docket No. 2004-357-W/S*

*We moved into Manning SC. 10 years ago and settled in the Wyboo Plantation served by the Wyboo Plantation Utilities. We came to SC. because of the weather and were drawn to this community in retirement by the then low taxes and utility rates. Since that time tax rates have risen exponentially as have the utility rates. We were the 29<sup>th</sup> family in the area and now there are over 270 homes occupied. Now the utility company is requesting an utterly exorbitant increase in it's rates and tap fees.*

*This is basically a retirement community which places minimal costs and demands on the services of the city or county. Our roads are maintained by the residents' fees at no cost to the county. There is no garbage collection. The financial contribution to the local and county economy is substantial and residents' taxes represent a significant percentage of county revenues. We now find that indeed our utility rates are already higher than Manning and Summerton, the two cities we are part of.*

*In evaluating the proposed tap fees we find that the cost of a new home in our community will be increased almost \$10,000. The water and sewer lines have all been installed by the developer and connecting a home to them can probably be accomplished in minutes by uneducated handy man. In fact, the figures quoted in the manifest submitted by the utility do not appear to any relationship to reality and should certainly be evaluated and verified. Also, the homeowner pays for the step sewer system on installation over and above the "tap" fees.*

*In summary, not only are we requesting your committee to deny any raise in fees as unwarranted, but to evaluate whether current costs are equitable when compared to surrounding areas. We are afraid that any increase in our costs will be detrimental to future growth of this community and will certainly affect property values and Clarendon County in the long run.*

*Sincerely;*

*Dr. Louis N. Pernokas MD  
Charlotte J. Pernokas  
424 Pine Lake Court*

*Manning SC.29102*



March 18, 2005

Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

RE: Docket No. 2005-13-W/S

To whom it may concern:

I am writing in reference to the above docket. My wife and I retired to Wyboo Plantation in May of 2001. We were drawn to South Carolina for the good weather and relative low cost of living. We have been paying \$18 each month for water, except in April through September, when we pay an additional \$10 for outside watering.

I understand that the cost of running a business changes over time and that some of the additional cost will be passed on to the consumer. However the above docket proposes some outlandish increases. Being on a fixed income, we watch increases very carefully. Over the past four years the COLAs for Social Security benefits have only risen 8.8%. The proposed water rate increase is almost 300%.

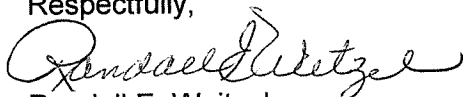
After reading the above document I am of the opinion that it was very hastily prepared and contains errors and exaggerated facts. For example: The report explains that the average person uses 100 gal. per day. It further states that for our community, it should generate 2.178 mgd. The actual usage claimed, is 7.137 mgd. This figure conveniently covers the 300% increase. Based on these figures our community has a lot of abnormal people wasting a lot of water. When you consider that we are basically a retirement community with 98% of the families only having two members, it's hard to justify the above figures.

The document also suggests that there were many cases where code was not followed in the construction of the holding tank and house hook ups for sewage. I believe those cost should be sought from the housing contractors and the previous water works owner.

My experience with capital improvement expenditures in business has been that expenses are usually amortized over a 30-year period. Propose changes are based on 15 years. Many of the costs for purchase and installation of metering devices are also in question, as well as an unspecified completion date. We could be paying a flat rate increase for years before metering is completed.

These are just a few examples of questions that came to mind when I read the document. I am sure that your organization is well versed in these types of proposals and has carefully read all of the documentation provided. I feel confident that a fair and reasonable decision will be made. I will be making the trip to Columbia on May 26<sup>th</sup> for the hearing as well as many of my neighbors. I thank you for the opportunity to provide a letter of my concerns for you evaluation.

Respectfully,



Randall E. Weitzel  
24 Ridge Lake Drive  
Manning, SC 29102

March 18, 2005  
37 North Lake Circle  
Manning, SC 29102

Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

RE: Docket No. 2005-13-W/S

To Whom It May Concern:

We are writing in reference to the above docket

We have owned our house in Wyboo since the summer of 1998. We spend no more than two months here each year, yet we pay the same utility bill that year round residents pay. In fact, in 2004, we paid Wyboo Utilities over \$460 and were not able to come down here during the entire year due to illness. Now the company is seeking permission for a very high increase. Surely, there is a serious question concerning the equity in this type of billing.

At our residence in the Albany, NY area, our water is metered and reflects actual usage. By comparison, our cost for sewage and water for the full year of 2004 was \$226.37

Another concern associated with expensive utility costs is the effect it has on individuals considering relocating their permanent residence to South Carolina and/or prospective buyers, particularly retirees, who are frequently on fixed incomes. Since we are each in that financial position, we are well aware of the impact of the differences in the cost of living in different areas.

We request that you consider a utility structure that is fair and reasonable to all residents. Thank you for your consideration of our position

Sincerely,

Marion E. Huxley & Carol A. Gillespie

A handwritten signature in cursive script, appearing to read "Marion", is written below the typed names.

Public Service Commission of South Carolina  
Attn:Docketing Department  
P.O. Box Drawer 11649  
Columbia,SC 29211

March 18,2005

RE:Docket NO: 2005-13-W/S

Dear Sirs:

In reference to the above mentioned docket, We moved to Wyboo Plantation in January 2002 after 10 years in Little River, SC. We were shocked to learn of the water service rates at Wyboo. In Little River our water and sewage rates in 2001 averaged \$18.51 per month, a low of \$12.95 and a high of \$22.64 and did include real sewers, not septic tanks. ( It did not include irrigation ).

Our experience with Wyboo Utilities has been one of the most exasperating we have ever experienced with a service company. In August 2002 while our house was being built and the lawn had just been sodded, we had our first encounter with Mr. Wrigley-- see attached letter to Jim Mc Bride dated September 11, 2002.

On November 21, 2002 we moved into our home at 12 Lake Arbu Drive. We received telephone service on November 22, 2002 and at about 4:15 P.M. on November 22 I called Wyboo Utilities to inform them that we had moved into the house on the 21<sup>st</sup>. On Sunday November 24 we returned from grocery shopping to find the water had been turned off with the attached notice hanging on the front door. (see attachment) I spoke with Jim Mc Bride and he informed me that Mr. Wrigley was working on Reedy Court within the Plantation. I returned to my home and my wife informed me that she had spoken to Mr. Wrigley on the phone and asked why our water was turned off. He told her that "I own the water company and I can do whatever I want". The water was off most of the day. Mr. Wrigley returned to our home at about 5:30 P.M. and turned the water back on. I questioned him as to why the water was turned off and his response was that he saw furniture in the house and since we had not applied for service we were "not entitled" to service. I informed him that I called his business on November 22, as requested by Mr. Wrigley but there was no answer. However, I did leave a message to say we had moved into the house. He checked his messages and found that I did, in fact, inform his office. He turned the water back on and I inquired as to what I must do to avoid the water being disconnected in the future. He responded "Pay your bill". I have paid all bills on time and have had no further problems except that we were not billed for irrigation during several months in 2004. I wrote Mr. Wrigley a letter dated July 1, 2004 and had no further problems (see attached letter)

We think that our rates are currently unrealistically high particularly since we do not have real sewers and have to bear the expense of maintaining a septic system. The water pressure is so low that at 7:00 A.M. during the summer months that one can barely take a shower. Further, we believe that proper notices should be required prior to shutting off the water and that these requirements should be published for the consumer as is done with other utilities.

Based on our prior 10 years experience in Little River, SC and the current rates in Manning, we are strongly opposed to any consideration of the proposed increases.

Based on our experience with Wyboo Utilities, we have doubts as to Mr. Wrigley's motives, particularly in view of the above. Being told that we had to pay tap in fees separately for

irrigation and receiving a notice of \$110.00 for reconnection application and deposit, lead us to believe that there are no published fees and reasons for his actions.(Particularly when there were no monies due at the time when the shut offs took place).

We respectfully object to any increase without some further documentation and justification.

Thank you for your kind consideration.

Very truly yours,

*Donald L. Stein 3/18/2005*  
*Janet A. Stein 3/18/2005*  
Donald L. and Janet A. Stein  
12 Lake Arbu Drive  
Manning, SC 29102  
803-478-6675

Attachments 3 included

*Donald L Stein*

*12 Lake Arbu Drive*

*Manning, SC 29102*

*Phone (803) 478 6675*

*Chuchie@fic-i.net*



*September 11, 2002*

*Dear Mr. McBride;*

*The following is a brief summary of my encounter with Mark Wrigley regarding the water supply to our house at 12 Lake Arbu Drive.*

*My wife and I are in the process of building a house at 12 Lake Arbu Drive, Wyboo Plantation, Manning, SC. At the time we signed a contract with Tennant Construction Co. to build the house, it was understood that we would contract for and have the landscaping completed. On August 23, 2002 Eden Nursery and Landscaping began preparing the lot and on August 26, 2002 installed the irrigation system. On August 27, 2002 sodding, plugging and seeding of the lawn was performed. When the sodding was completed at about 5:15p.m., the irrigation system was started to water the newly laid sod. At that time Edens left the job and I returned to my current residence several blocks away.*

*About 6:15p.m. I returned to the construction site to find a gentleman walking across my lawn. When I inquired as to who he was and asked if I could help him, he very belligerently stated that he owned the water company and he had just turned off the water as I was using water illegally. He stated that the tap in fees for the house were not paid. I explained to him that installing irrigation and sodding was a part of the house construction and that I was not living in the house. I further explained that tap in fees were the responsibility of the contractor and that he should be talking to the contractor. He told me that since I contracted for the lawn, it was my responsibility to pay the fees. I explained again that it was a normal part of house construction for the*

*contractor to assume responsibility for these fees and that no one ever informed me about his rules. I asked him where I could find this information. He said he would have to put out a policy. After more discussion, he finally agreed to turn the water back on under the condition that I contact Eden Landscaping since no backflow valve was installed and the contractor regarding the fees. He further stated that I must contact the water company the next day to sign up for service.*

*On August 28, 2002 I contacted the contractor and he informed me that all tap in fees were paid and he would take care of it. I also contacted Eden and had the backflow valve installed.*

*On August 29, 2002 I went to the site to check the irrigation system to find that the water had once again been turned off. I then contacted Mark Wrigley and he said that since I had not contacted the water company office as he prescribed he turned the water off again and that there would be a \$25.00 reconnection fee to get service. He said that he was waiving the tap in fee for irrigation. I inquired further and he stated that there was a tap in fee for the house and a separate one for the irrigation. I asked him why he was waiving the irrigation tap in fee and he stated that since I was not aware of it he would waive it.*

*After further discussion he finally agreed to turn the water back on with the condition that I would have to pay usage fees immediately. On August 31, 2002 I received an invoice dated August 28, 2002 for irrigation for the month of August. (I paid for August irrigation even though there was minimal usage.)*

*Should you desire any further information or have any questions, please contact me at 478-6675. I appreciate your assistance regarding this matter and will be available for any further information you need.*

*Very truly yours,*

*Donald L. Stein*

*Editorial: I think there should be a requirement that some notice be given before arbitrarily turning off water to any residence.*

*(Jim McBride never came for the letter)*

ORIGINAL AVAILABLE IF REQUIRED

## DELINQUENT WATER BILL NOTICE

DATE OF THIS NOTICE 14 Nov 02

NAME \_\_\_\_\_

ADDRESS Lot 32

12 LAKE  
ARBU  
DR

☐ Water service to this premises will be discontinued unless past-due payment is received in our office by \_\_\_\_\_

☒ Your water service has been discontinued. Service will be resumed when our office receives payment of past-due bills.

Reconnect Fee 35.00

Deposit 65.00

Administration Fee 10.00

\$ 110.00

RECONNECT Fee	35.00
DEPOSIT	65.00
ADMINISTRATION Fee	10.00
	<u>\$ 110.00</u>

503-494-4376

Please make  
ARRANGEMENTS with water comp  
803-494-4376

NOTES/ L. H. Stein 3/16/05



*Donald L Stein*

*12 Lake Arbu Drive  
Manning, SC 29102  
Phone (803) 478 6675  
Chuchie@ftc-i.net*

*July 1, 2004*

*Mr. Mark Wrigley  
Wyboo Plantation Utilities  
P.O. Box 2099/19 Broad Street  
Sumter, SC 29151*

*Dear Mr. Wrigley;*

*Please note- I have included \$30.00 in this check for irrigation for the months of April, May and June, 2004 as it has not been billed.*

*When I made payment for April, I included \$10.00 for irrigation but received credit for it in the May statement. When I received the May statement I called to advise your office that I was not being billed for irrigation. I again received the June billing without the irrigation charge included.*

*I do not want my water turned off as in the past.*

*If my understanding is incorrect, I would appreciate it if you would advise me.*

*Very truly yours,*

*Donald L. Stein*



135 Ridge Lake Drive  
Manning, SC 29102

March 18, 2005

Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

Re: Docket No. 2005-13-W/S

Dear Commission:

I am writing in reference to the above docket. We are retired on a fixed income residents of Wyboo Plantation and are concerned with the proposed increase in cost to supply water and sewer to our home.

Wyboo Plantation Utilities (WPU) is currently charging us a flat fee for water of \$18/month and sewer service of \$20/month. These current rates are already considerably higher than neighboring towns of Manning and Summerton are paying for their services.

WPU is proposing to increase our fees for water to \$52/month plus \$2.71 per 1,000 gallons of consumption over 3,000 gallons per month. There will also be a fee of \$25/month for outside water taps. With just nominal usage, this would equal \$77/month.

WPU is also proposing a fee increase to \$52/month plus \$3.80 per 1,000 gallons of consumption over 3,000 gallons per month for sewer use.

WPU is proposing to put meters in. However, WPU is proposing to only cluster homes in one meter. This would surely pit neighbors against one another. This is absurd.

With WPU's proposed increases, we would be paying a total of approximately for normal usage of \$129/month. This would be equivalent to \$1548/annually. We would be paying about the same for water and sewer as we pay for our property taxes.

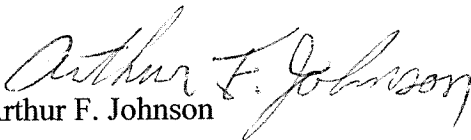
According to their proposal, they have indicated problems that had to be fixed in the system. This should not be the responsibility of the property owners. Mr. Wrigley seems to want to charge us for the cost of operating his system.

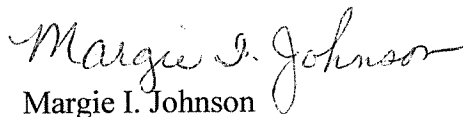
Public Service Commission of South Carolina  
March 18, 2005  
Page 2

WPU indicates that it will pass the cost of administering the use of our sewer systems (i.e., monitoring the need for pumping of interceptor tanks) to the property owner. Mr. Wrigley has not been an on-site manager of this. At best, when repairs are needed, it takes a lengthy amount of time of WPU to respond (i.e., we had a pipe to break, we call on a Monday, Wednesday and finally on Saturday it got fixed). In the mean time water ran 24 hours a day. As a resolute, a meter was placed on our line.

We would appreciate Public Service Commission taking into consideration our concerns as we as concerns of many other residents of Wyboo Plantation.

Sincerely yours,

  
Arthur F. Johnson

  
Margie I. Johnson

Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, S.C. 29211

Re: Docket No. 2005 -13 -W/S

Gentlemen:

We are writing in reference to the above Docket concerning proposed water and sewer rate increases by Mr. Wrigley of Wyboo Utilities.

First, We think that our water rates are already high compared to the surrounding communities. We have also compared our water and sewer rates with our previous home location in Belen, NM. just south of Albuquerque. As you know this is a high desert area- therefore very dry. We have been in touch with a former neighbor to get accurate and up-to-date rates. She has informed us that the sewer rate is a flat fee of \$24.25 and the water rate is \$16.25+tax+fees; making a grand total of \$42.75 a month.

This is a dry area-why should ours be so much more?-actually it already is!

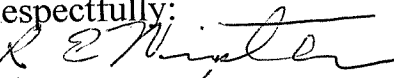

Second, With the water and sewer rates that Mr. Wrigley has proposed it will more than increase the rate by 3 times and with all his proposed special charges, we have no way to accurately determine what our bill should be.

We are sure this increase would cause hardship for many residents of Wyboo.

Third, Mr. Wrigley's business practices are not up to normal business standards. At no time have we received a bill, but even without an invoice, the water bill must be paid within 10 days or else! Thank goodness we have always paid our bill on time even without receiving an invoice.

We agree with our Wyboo neighbors that tripling our water and sewer rates is exorbitant and out of line with surrounding communities

Respectfully:

  
  
Richard E. Winter

Nancy Winter  
201 Plantation Dr.  
Manning S.C. 29102

3-18-05

**Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, S.C. 29211**

**Gentlemen:**

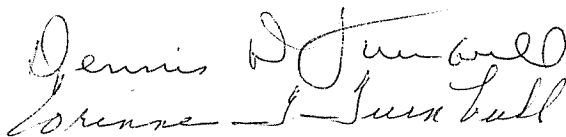
**We are writing in reference to the above Docket concerning proposed water and sewer rate increases in Wyboo Plantation.**

**A check of prices being charged for water and sewer in other local communities shows we are already significantly higher. Wyboo Utilities should be trying to reduce cost and the resultant prices to its customers, not raise them.**

**It is obvious to most residents at Wyboo Plantation that Wyboo Plantation Utilities Company is poorly operated and a part-time endeavor by Mr. Wrigley. Our personal experience is that in February of this year our emergency warning light came on for our septic system. It took four phone calls to the "Hot Line" and over two weeks to get a response. During this time we were very concerned every time we flushed our toilets that they might back-up into the house.**

**In closing, our prices for these services should be reduced, not raised and our customer service needs to be improved.**

**Respectfully:**

Handwritten signatures of Dennis D. Turnbull and Corinne T. Turnbull. The signature of Dennis D. Turnbull is on top, and the signature of Corinne T. Turnbull is below it.

**Dennis D. Turnbull  
Corinne T. Turnbull  
117 Ridge Lake Drive  
Manning, S.C. 29102**

**March 18, 2005**

Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, S.C. 29211

March 17, 2005

Re: Docket No. 2005-13-W/S

To Whom it May Concern:

We are writing in reference to the above docket number. We live at Wyboo Plantation, 33 North Lake Circle, Manning, South Carolina 29102.

We are objecting to the outrageous rate increase proposed by Wyboo Plantation Utilities.


We are being taken advantage of. This increase is not consistent with a cost of living increase. We are retirees and live on fixed income and cannot afford any increase. We are already paying Double for our water/sewer service than other Manning residents.

And the water quality is not the best , very often our water smells like rotten eggs.

We urge the commission not to approve this increase.

Thank you for your assistance in this matter.

Very truly yours,

  
Barbara Telesmanic

  
Dinko Telesmanic

March 17,2005

Public Services Commission of South Carolina  
Attn: Docketing Dept.  
P. O. Drawer 11649  
Columbia, SC

Re: Docket No. 2005-13-W/S

In Reference to the above Docket:

As a retired couple, my wife and I moved from the North to South Carolina for a number of reasons....Most important was its beauty and weather, it's over all adorability for a couple retired on a fixed income.

To see our utilities increased at a rate to match the state cost of living, I think we could adjust to.

For Wyboo Utilities to request such an outrageous increase as in Docket No. 2005-13-W/S is lunatic....and to put such a proposal before your PSC Board, I think, is an insult to your intelligence.



James D. Goebel  
Mary D. Goebel

James & Mary D. Goebel  
128 Oak View Cr.  
Manning, SC 29102

18 Fairway Drive  
Manning, SC 29102

March 17, 2005

Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

Re: Docket No. 2005-13-W/S

Dear People,

I am writing in reference to the above docket. We are residents of Wyboo Plantation and are concerned with the proposed increase in cost to supply water and sewer to our home.

Wyboo Plantation Utilities (WPU) is currently charging us a flat fee for sewer service of \$20/month and a fee of \$18/month for water. During April-September we pay an additional \$10/month water fee for irrigation. These current rates are already considerably higher than neighboring towns of Manning and Summerton are paying for their services.

WPU is proposing to increase our fees for to \$52/month plus \$2.71 per 1,000 gallons for consumption over 3,000 gallons per month. There will also be a charge of \$25/month fee for outside water taps. With just nominal usage, this would equal \$77/month.

WPU is also proposing a fee increase to \$52/month for sewer use.

WPU's water and sewer system within Wyboo is minimally adequate at best. Our water pressure in the summer is (at times) a trickle. We pay an extra \$10/month for irrigation and depending on when we use irrigation, we don't even have enough pressure to push the sprinkler heads around.

WPU is proposing to put meters in. However, WPU is proposing to only cluster homes into one meter. This would surely pit neighbors against one another. This is absurd.

Public Service Commission of South Carolina  
March 17, 2005  
Page 2

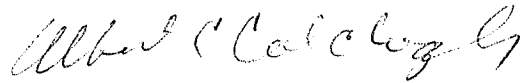
With WPU's proposed increases, we would be paying a total of approximately \$129/month. This would equate to \$1548/annually. We would be paying more for water and sewer than we do for property taxes.

According to their proposal, they have indicated problems that had to be fixed in the system. This should not be the responsibility of the property owners. Mr. Wrigley seems to want to charge us for the cost of operating his system.

WPU indicates that it will pass the cost of administering the use of our sewer systems (i.e., monitoring the need for pumping of interceptor tanks) to the property owner. Mr. Wrigley has not been an on-site manager of this system. At best, when repairs are needed, it takes a lengthy amount of time for WPU to respond.

We would appreciate Public Service Commission taking into consideration our concerns as well as concerns of many other residents of Wyboo Plantation.

Sincerely yours,



Albert C. Colclough



Gail I. Colclough

cc: Wyboo Plantation Utilities



**MARCH 17, 2005**

**TO: PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA**

**ATTN: DOCKETING DEPARTMENT  
POST OFFICE DRAWER 11649  
COLUMBIA, SC 29211**

**RE: DOCKET No. 2005-13-W/S**

**DEAR SIR:**

**EARLIER THIS MONTH I RECEIVED FROM MR. MARK WRIGLEY THE OWNER/OPERATOR OF WYBOO PLANTATION UTILITIES INC. A PURPOSED RATE INCREASES THAT ARE LUDICROUS IF NOT COMPLETELY ABSURD. WATER PRESSURE FLUCTUATES AND DROPS TO A POINT THAT TAKING A SHOWER IN THE MORNING IS AN ADVENTURE, IT'S NEVER CERTAIN IF THE WATER WILL CONTINUE SO THAT YOU CAN RINSE. IF ELECTRIC POWER IS LOST, WATER IS NO LONGER AVAILABLE AT ALL! TRYING TO REPORT PROBLEMS IS ALL BUT IMPOSSIBLE, BUT IF BY SOME RARE STROKE OF LUCK YOU DO GET HIM, YOU MAY BE VERBALLY CHASTISED, DEPENDING ON THE MOOD HE IS IN AT THE TIME.**

**SEWAGE IS ANOTHER SORE POINT, HE IS GETTING MAINTENANCE FEES ON A SYSTEM THAT I OWN, THEREFORE IT SEEMS I SHOULD HAVE EVERY RIGHT TO CALL ANY QUALIFIED TECHNICIAN OF MY CHOOSING TO HAVE REPAIRS MADE, WHEN NECESSARY. I SHOULD NOT HAVE TO PAY A MONTHLY FEE FOR A SERVICE I DO NOT ELECT TO HAVE.**

**OUR PRESENT RATES ARE ENTIRELY TOO HIGH, BASED ON OTHER LOCALS THAT HAVE SIMILAR TYPE SERVICES. IF ANYTHING, OUR RATES SHOULD BE LOWERED AND BROUGHT IN LINE WITH OTHER WATER AND SEWAGE UTILITIES OF LIKE SIZE. A RATE HIKE OF ANY MAGNITUDE SHOULD NOT BE CONSIDERED, NO MATTER WHAT HIS IMAGINED OR REAL PROBLEMS MIGHT BE. HE SHOULD NOT BE LICENSED TO OWN AND OPERATE A PUBLIC UTILITY IF HE CANNOT DO IT PRUDENTLY, IN A COST EFFECTIVE AND RELIABLE WAY.**

**THANK YOU.**

**SINCERELY**



**MATTHEW D. BARR  
2 FAIRWAY DRIVE  
MANNING, SC 29102**

2 Fairway Drive  
Manning, SC 29102

March 17, 2005

To: Public Service Commission of South Carolina

Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

Re: Docket No. 2005-13-W/S

To Whom It May Concern:

I am writing to voice my opposition to the proposed robbery which is going under an assumed name of rate increase in our Wyboo Plantation Utilities bill. In my opinion the rate Mr. Mark Wrigley is currently receiving is too high as it now stands.

Thank you.

Sincerely,

A handwritten signature in cursive script that reads "Nancy J. Barr".

Nancy J. Barr

Manning, SC  
March 17, 2005

Public Service Commission of South Carolina  
Attention Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

Re: Docket No. 2005-13-W/S

Gentlemen:

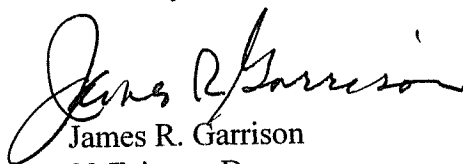
In August of 2004, I had trouble with my septic tank. I was told that I would have to have a manhole installed at a cost of \$750.00. I assumed that I had no other choice.

I then contacted the Public Service Commission and reported my dilemma. A copy of my letter of August 14, 2004, is attached. Wyboo utilities responded through their attorney, Mr. Lavender, copy also attached. Wyboo Utilities claims that I asked for the manhole. This was not the case.

Mr. Chad Campbell of the Public Service Commission responded to my complaint in his letter of September 7, 2004, copy attached.

I am convinced had the Public Service Commission not intervened on my behalf, I would have had a manhole installed whether I wanted it or not.

Sincerely,

A handwritten signature in cursive script, appearing to read "James R. Garrison".

James R. Garrison  
23 Fairway Dr.  
Manning, SC  
29102

Manning, SC  
August 14, 2004

Public Service Commission  
PO Box 11263  
Columbia, SC 29211

Attention: Chad Campbell

Dear Chad:

This letter confirms recent telephone conversations regarding my septic system serviced by Wyboo Plantation Utilities.

My system is as described in your letter dated November 10, 2003 to Mr. Lavender (your file No. 03-S-1954). My alarm sounded indicating my 500 gallon tank was full. I notified Wyboo Plantation Utilities of the problem.

Their inspection revealed a loose discharge pipe from the pump as well as an electrical problem with the float which activates the pump. Mr. Wrigley says that I will require a manhole for access to the tank at a cost of \$750.00 plus the cost of an electrician to correct requirements of DHEC.

Your letter referenced above states that "Wyboo Plantation Utilities must be responsible for the operation, maintenance and replacement of all system components beginning with the solids interceptor tanks."

At the present time, the work is only started. The access to the tank is exposed and brick and the steel manhole are on site.

My question is: what are my financial obligations for the installation of the manhole and for the repair of the electrical work.

I appreciate your help in helping me with the above situation.

Sincerely.

Jim Garrison  
23 Fairway Dr.  
Manning, SC 29102

C.O-P-7

# State of South Carolina Office of Regulatory Staff

C. DUKES SCOTT  
EXECUTIVE DIRECTOR



DAN F. ARNETT  
CHIEF OF STAFF

PO Box 11263  
Columbia, SC 29211  
Phone: (803) 737-0800  
Fax: (803) 737-0801

September 7, 2004

Mr. Jim Garrison  
23 Fairway Drive  
Manning, S.C. 29102

In Re: Our File No. 04-E-S-3280

Dear Mr. Garrison:

This letter is in reply to your inquiry regarding Wyboo Plantation Utilities. In your letter, you stated that due to a problem with your septic system, Wyboo Plantation Utilities will require the installation of a manhole. The charge would be \$750.00. You questioned if the customer would be responsible for the costs to install the manhole. I have enclosed a copy of the Company's response letter from Mr. Thomas Lavender, Jr., Esquire.

According to Mr. Lavender's response, you inquired what the costs would be to have a manhole installed. Wyboo Plantation Utilities states that at some point all the units should have manholes installed. Wyboo Plantation Utilities is not installing these manholes unless they need repairing. The Company states that they have not asked you to pay the \$750.00 cost for the manhole.

Please be advised that if you are not satisfied with the Company's response, I am available to conduct a complaint meeting between you and the Company in an effort to resolve your complaint *informally*.

If you are unable to resolve your complaint by working with the Company or with the Office of Regulatory Staff's Consumer Services Department, you have the right to file a *formal complaint* against the Company and request a hearing before the Public Service Commission. To file a formal complaint, you should set out in writing your name and address, the name of the utility company, a clear and concise statement of the factual

Mr. Jim Garrison  
September 7, 2004  
Page Two

situation surrounding the complaint and the nature of the relief sought from the Public Service Commission. The complaint should be mailed to the Public Service Commission, Post Office Drawer 11649, Columbia, S.C. 29211. The Public Service Commission will schedule a public hearing unless it determines that no reasonable grounds exist for a hearing. At the hearing, both you and the Company can present testimony before the Commission. After hearing the testimony, the Public Service Commission will make a decision and issue an Order dealing with your complaint.

If you have any questions, please contact me at 1-800-922-1531.

Sincerely,

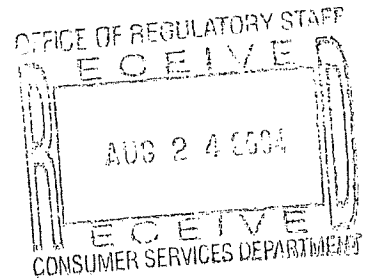
A handwritten signature in black ink that reads "Chad Campbell". The signature is written in a cursive, flowing style.

Chad Campbell  
Investigator II  
Consumer Services Department  
Office of Regulatory Staff

Enclosure

W. Thomas Lavender, Jr.  
Member

August 19, 2004



Mr. Chad Campbell  
Consumer Service Department  
State of South Carolina  
Office of Regulatory Staff  
Post Office Box 11263  
Columbia, SC 29211

Re: Wyboo Plantation Utilities

Dear Chad:

Charleston

Charlotte

**Columbia**

Greensboro

Greenville

Hilton Head

Myrtle Beach

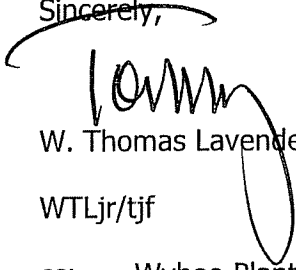
This will confirm my telephone message to you regarding the Garrison matter. As I indicated to you, our client, Wyboo Plantation Utilities, Inc., advises me that during a repair, Mr. Garrison asked why he did not have a manhole like his neighbor. He was advised that at some point the units would all have these manholes installed but that WPU was not installing them unless necessitated for a repair. Mr. Garrison asked what it would cost to go ahead and install one in his tank and he was advised that it would cost \$750.00 to have someone install one. This figure was provided to Mr. Garrison at his request and was not demanded of him by WPU.

WPU acknowledges the Commission's determination regarding its responsibility to repair and maintain these customer-premises units, but it was not necessary for WPU to install the manhole at the Garrison residence for the continued operation of the system. WPU did not close the excavation because it was waiting for a response from Mr. Garrison on whether he wanted a manhole installed at his expense.

Mr. Chad Campbell  
August 19, 2004  
Page 2

WPU will cover the excavation today. Should you have any other questions on this matter please do not hesitate to contact me or Mr. Wrigley.

Sincerely,



W. Thomas Lavender, Jr.

WTLjr/tjf

cc: Wyboo Plantation Utilities

NPCOL1:722306 1-LT-(WTL) 031080-00002



## **Main Identity**

---

**From:** "LRichards" <Bugman29102@sc.rr.com>  
**To:** [REDACTED] "LRichards" <Bugman29102@sc.rr.com>  
**Sent:** Thursday, March 17, 2005 12:46 PM  
**Subject:** PSC Commission  
ATTN: Public Service Commission Of South Carolina  
ATTN: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

RE: Docket No. 2005-13-W/S

I am writing in reference to the above docket concerning the rate increase requested by Wyboo Plantation Utilities, Inc.

To clearly state my reasons for opposing an increase at this time, I need to list my reasons by category as follows.

Category #1 – The current status of the utilities physical structure- the sewer lines, water lines, septic tanks and etc.

As one reads the description of the condition of this system made by the CEO of Wyboo Plantation Utilities, Inc., Mr. Mark Wrigley, it tells a story of a system that is broken.

Mr. Wrigley states the utility has a history of expenses that have hampered operations with more problems than it should have. What is the reason for these unusual expenses? It is apparent poor construction during the original building of this system has created the majority of the problems.

Mr. Wrigley goes on to state the system is very complex and being reviewed by the DHEC and the prior owners. What is this review about?, When did it begin and what is the current status of this review? In addition, Mr. Wrigley also states the Effluent pond was not built to spec. Raising again the question, Why Not?

Also, there are a minimum of 53 homes with equipment not correctly installed. This claim is pointed out in the application requesting the rate increase. In addition the application states the "step systems" were installed incorrectly resulting in higher maintenance costs.

It is my understanding the sewer and water lines installed throughout Wyboo Plantation are not per DHEC specifications. The separation of water & sewer lines is not as required. This must be fixed and the cost will be high. Questioning again how did this happen, who installed the system, who approved the installation?

In short, Commissioners, this is a description of a utility system with many problems caused by faulty construction. In view of these facts, outlined by the utility company itself, we suggest as a prerequisite of any rate increase approval the utility needs to meet the codes and guidelines required by DHEC and regulatory departments. This offering by this utility is defective in so many ways.

Category #2—Investigate why this utility was so poorly constructed.

The above problems and others mentioned in Mr. Wrigley application beg for answers.

Who built this system? Were proper inspections done during various stages of the construction. What do the records show? Did Mr. Wrigley check out this utility before he became an owner? If so, why did these problems not appear?

Surely, the P.B.S. commission will not force the users of this utility to pay even more for a defective system. This system should be recalled, repaired and pass proper inspection. At that time, a rate increase should be considered by the commission and a fair and competitive rate be set, reflecting a sound and functioning utility.

Mr. Wrigley may have reasons to seek relief but the source of such relief should not be the property owners who purchased in good faith.

Category #3- The request by the utility to switch the cost and the responsibility for service and operations of Wyboo Plantation Utility from the utility to the property owner.

Example: On the second page, second paragraph of the application, the utility states "the step systems" do not belong to the utility. All relating maintenance costs should and shall be at the property owners expense."

3/17/2005

The above statement could not be further from the truth. In a letter dated, 4/30/99, Wyboo Utility explaining NEW MONTHLY SEWAGE FEE OF \$20.00 (previous was zero), the utility states clearly "all parts, labor , including the pump will be serviced and replaced if needed at no cost to the property owner other than the \$20.00 monthly fee."

Another example- in step # 11 of the proposed rate schedule of the utility, they state the customer must pay for the expense of bringing a wrongly installed system into compliance. How ridiculous is that?

Clearly these changes in the current language and intent of the utility responsibilities is an attempt to shift the burden of raising operation capital upon the user.

Should not the utility be responsible for building a proper system, provide service and maintain that system.

Category#4-The genesis of Wyboo Plantation Utility Inc.

As a suggestion , the PSC should look into the history of this utility. I understand it was owned by Wyboo Plantation developers, named Land Promotions, Inc., headed up by Mr. Calhoun Mays, from Greenville, SC. Please look into the paper work concerning the sale of this utility to Mr. Mark Wrigley.

Is Mr. Wrigley the sole owner? Are there other major holders with a financial interest in this utility. The apparent lack of operating capital, and the reason for requesting a transfer of cost of operations to the property owner brings questions to the surface.

Category#5 -- A humble suggestion to this knowledgeable and experienced commission.

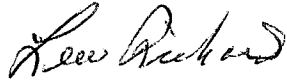
It is not known how many applications that you have refused on its face, but this is one that looks to be a prime candidate for such action.

Would it not be just and fair to demand this utility bring their system into compliance, correcting all know defects. Defects that were built into the system due to poor construction as pointed out by the very utility making the request for a rate increase.

I have faith in the belief this commission will issues a wise and just decision.

Thank You.

Sincerely,



Lew Richards  
148 Ridge Lake Dr.  
Wyboo Planatation  
Manning, SC 29102

3/17/2005

John & Jan Hussey  
107 Oak View Circle  
Manning, SC 29102  
March 17, 2005

To: Public Service utilities Commission  
Re: Docket No. 2005-13-W/S

I am writing in reference to the above docket. WPU has filed to increase our water rates for residential to \$52.00 per month, for the first 3000 gallons and \$2.71 per thousand over 3000 gallons. I recently moved to Wyboo Plantation from Georgetown County and I have listed my residential water rates for the last twelve months that I lived there.

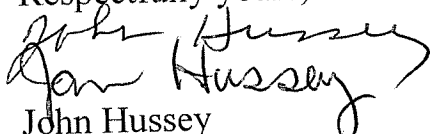
12/22/03	\$33.90	6/22/04	\$37.84
1/22/04	41.78	7/26/04	47.46
2/23/04	43.09	8/23/04	44.41
3/23/04	31.71	9/22/04	43.09
4/22/04	39.16	10/22/04	39.16
5/24/04	41.35	11/22/04	39.59

For the entire twelve months I averaged \$40.21 per month. That amount is for a household of three adults- my wife, my mother and myself. This was for water and sewage. The spikes in certain months are when we had house guest- look at July, August and September. The connection rates etc for residential use were paid for by the developer.

I had no charge or fee for outside irrigation use because I had my own well installed.

Based upon what I paid in Georgetown County, I feel these proposed rates and fee structures are high and punitive.

Respectfully yours,

  
John Hussey  
Jan Hussey

**March 17, 2005**

**Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211**

**re: Docketed No. 2005-13-W/S**

**Dear Sir or Madam:**

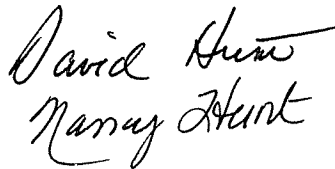
**My wife and I are residents of Wyboo Plantation near Manning in Clarendon County, and have resided here since retiring in 1999 from New Jersey. Facing retirement, and desiring to relocate South to warmer weather, we found Wyboo Plantation and have been delighted to live here. As one might imagine, being retired, we live on a fixed income.**

**Wyboo Plantation Utilities provides us with potable water and sewer service at what we have considered to be a fair price. As you know, the Utility has petitioned the Commission for a rate increase. This petition is the reason for our letter.**

**We believe the increase in rates the Utility is asking for are an abomination and are absolutely impossible to justify. They are asking for an increase of 150%. What possible justification does the Utility have for such tremendous increases in rates?. It is imperative that the Commission examines the Utilities finances to determine the validity of their requests. We seriously doubt that they can substantiate their exorbitant request.**

**We enjoy living in South Carolina and we are certain that the Public Service Commission will examine this request in detail and grant a much smaller increase in our rates.**

**David & Nancy Hunt  
110 Oakview Circle  
Manning, SC 29102**

Handwritten signatures of David Hunt and Nancy Hunt in cursive script.

**FRANCES ALLMAN**  
**17 Fairway Drive**  
**Manning, SC 29102**  
**March 16, 2005**

**TO: Public Service Commission of South Carolina**  
**Attn: Docketing Department**  
**Post Office Drawer 11649**  
**Columbia, SC 29211**

**RE: Docket 2005-13-WS**

**Dear Commission Members**

**I would like to take this opportunity to express my real concerns about the proposed rate increases for my water/sewer service. Unfortunately I have had no personal contact with Mr. Wrigley, the CEO of Wyboo Plantation Utilities. His actions have affected my opinion of him when we first moved here he was not very cooperative to newcomers by demanding security payments in advance of arrival. And upon arrival he was late in turning our water on.**

**My husband and I came here for retirement because it presented a cost of living environment that we could afford. Now with the proposed humongous increases in our water/sewer rates we will not be able to enjoy our retirement in this area. Being on fixed income does not provide us with cost-of-living increases to cover such increases in our utilities.**

**My friends and neighbors in surrounding cities of Manning and Summerton do not pay as much for water/sewer as we are currently paying. Our source of water could be in jeopardy because the Utility allowed sub-divisions outside the Plantation to be added which I understand was a violation of the initial agreement.**

**Sincerely,**

A handwritten signature in cursive script that reads "Frances Allman".

**FRANCES ALLMAN**  
**17 Fairway Drive**

**LEONARD ALLMAN**  
**17 Fairway Drive**  
**Manning, SC 29102**  
**March 16, 2005**

**TO: Public Service Commission of South Carolina**  
**Attn: Docketing Department**  
**Post Office Drawer 11649**  
**Columbia, SC 29211**

**RE: Docket 2005-13-W/S**

**I have a valid concern with the Wyboo Plantation Utilities request for increased rates for water, sewer and related equipment. The Owner, Mr. Mark Wrigley was very rude to me while I was attempting to get my water turned on prior to arriving in Manning. He used abusive language when I asked him if it would be okay for me to pay the necessary deposit upon my arrival since it would only be a few days. He would not agree and said he had to have money in hand prior to turning the water on. After several attempts to get him to cooperate with a new homeowner I sent him a check and he did not turn the water on until several days after I arrived. He insisted on waiting for my check to clear. He made no attempt to check my credit standings or the fact that I was a new homeowner in Wyboo.**

**I have been in my current home for more than two years and was promised to get my deposit back after 11 months. I have yet to get the deposit back. I can find anywhere in his public record where he even keeps an account for "deposits on hand".**

**As a member of the Wyboo Board of Directors our Covenants can easily be changed to allow residents to drill their own water wells and septic tanks. It is a consideration in view of the outrageous increases Mr. Wrigley is asking.**

**Current rates have been compared with those of the two surrounding communities (City of Manning and Summerton) and I found that our current rates for water and sewer are higher than those currently charged in those two cities. Some of the residents in the Plantation have meters so comparisons have been made.**

**There are thirteen (13) homeowners in the Plantation with Swimming Pools. The outrageous and ridiculous prices proposed to fill and refill the pools are absorbent. Most pools are only filled once each year.**

**In the Plantation we have residents who occupy their homes only part of the year. It would be unfair to establish any kind of community meter that would include any of those residents here part time.**

**It would also be incumbent upon the Utility Owner to inquire of the EPA for assistance with any water/sewer problem. EPA has been know to make grants to utility companies for upgrading facilities rather than passing extravagant costs onto the customers.**

**It is well known that the water wells were intended to service homes in the Plantation. Since they are now servicing customers outside the plantation there should be penalties against the Utility. Those sub-divisions should also be included in the same docket as the Plantation.**

**I have no problem with a Utility Company making a reasonable profit. Mr. Wrigley's request goes way beyond reasonableness. His personal income would increase over 400%. To my knowledge he has yet to show any personal concern with the potential problems in the water/sewer facilities in the Plantation. Increases he proposes would literally "shut down" building and buying of homes in the Plantation. Property values would rapidly decrease with unreasonable utility rates.**

**I ask the Public Service Commission to intercede in favor of the residents of Wyboo Plantation. Most of us are retired senior citizens on fixed incomes. Your support will allow us to retain a decent quality of life.**

**Sincerely,**

  
**LEONARD ALLMAN**

**17 Fairway Drive  
Wyboo Plantation  
Manning, SC 29102  
803-478-8757**

March 15, 2005

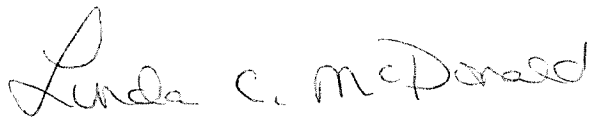
Linda C. McDonald  
259 Ridge Lake Drive  
Wyboo Plantation  
Manning, SC 29102

Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

RE: Docket No. 2005-13-W/S

I am writing in reference to the above docket relating to water and sewer increases for Wyboo Plantation. I am a recent retiree who moved to Clarendon County because of the low taxes, prices, and water/sewer rates. I am on a fixed income, receiving a small pension, and it is important that utilities costs at Wyboo Plantation be kept at a level I can afford. The proposed rate increase for water and sewer will put a financial burden on me and may cause me to re-think residency in South Carolina. The proposed rate increases do not seem to be in line with other communities like mine in South Carolina. Please consider all of these issues when you rule on the Wyboo Utilities rate increase proposal. I would love to stay in South Carolina but I need to be protected by you from unreasonable rate increases.

Thank you,

A handwritten signature in cursive script that reads "Linda C. McDonald". The ink is dark and the signature is fluid, with the first name "Linda" being the most prominent part of the signature.

Linda C. McDonald



March 15, 2005

Daniel L. McDonald  
259 Ridge Lake Drive  
Wyboo Plantation  
Manning, SC 29102

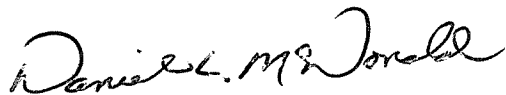
Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

RE: Docket No. 2005-13-W/S

I am writing in reference to the above docket relating to water and sewer increases for Wyboo Plantation. I recently retired to Clarendon County from Connecticut based partially on my analysis of this county's reasonable taxes and utilities rates. After being a resident here for one year, I am now faced with proposed rate increases that are more than double the current rate, and also include proposed increases on utility system items that I was told were not my costs to bear. Like many other residents here, I am on a fixed income and may not be able to continue to reside in this community if the water and sewer rates are not kept at a low and reasonable rate.

I would appreciate you strongly consider my letter of protest against this unjustifiable rate increase when you make your decision in the Wyboo Utilities rate increase case.

Sincerely,

A handwritten signature in cursive script that reads "Daniel L. McDonald". The signature is written in dark ink and is positioned above the printed name.

Daniel L. McDonald

Public Service Commission of South Carolina

Attn: Docketing Department

Post Office Drawer 11649

Columbia, SC 29211

RE: Docket No. 2005-13-W/S

I am writing in reference to the above docket . I believe the rates are way out of line. The areas surrounding us does not pay this exhorbent amount of money..... We were told from the time we bought, that the water codes were up to specifications and now he is charging for everything including as an example, a ridiculous cost for just having outside faucets.

Wyboo Plantation is a retirement community and many of us that retired here did so with the cost of everything in mind. With the cost of water going up the amount that Mr. Wrigley would like, certainly will alter and sway future persons looking to retire here.

Please take all this into consideration. Reminding you that most of us at Wyboo are on fixed incomes and are retired.

Yours truly,

Royetta and Don Shick

*Don Shick*  
*Royetta Shick*  
*3/19/04*

March 21, 2004

Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, South Carolina 29211

RE: Docket #2005-13-W/S

I am a part time resident of Wyboo Plantation and have owned my property since 1993, when we purchased the property from the developer there was no charge for "utilities" water and sewer, there also wasn't any mention of charges down the road.

The developer has sold the water/sewer utility to wyboo utilities (Mr. Wrigley), and he now wants to increase our monthly fees by 160%. They are also trying to shift costs and responsibilities from Wyboo Utility to property owners i.e. effluent pump systems for forced sewer main. They are saying that they were never put in properly, especially for replacement & maintenance. The piping for forced main system has been said not adequate. Water storage system and original water main piping not correct, and now they want the property owners to pay for this. It is my understanding that this utility service is available or will be to other homes out of wyboo, and we being forced to pay for this also. Shouldn't the water storage system have been settled by the developer and DHEC or planning commission before he was allowed to develop this community of homes. Also wasn't their criteria for our water and sewer lines with some kind of inspection system. These problems shouldn't come back to unsuspecting home owners.

I believe Wyboo Utilities (Mr. Wrigley) should have a game plan before any increase is to be approved and we should have a say in what's to be done in the future for our water / sewer district.

Sincerely,



Edward K. Sunderman / Michele C. Butler  
12 Ridge Lake Drive  
Manning, SC 29102

**To:** Public Service Commission of South Carolina

**Attn:** Docketing Department  
Post Office Drawer 116449  
Columbia, SC 29211

**From:** Dona A Samuels  
25 Fairway Drive  
Manning, SC 29102

**Re:** Docket No. 2005-13-W/S

**To Whom It May Concern:**

Our family came from a small town to retire here in Manning, SC at Wyboo Plantation over five years ago. We have been conservers of our natural resources all our lives.

Mr. Wrigley of Wyboo Plantation Utilities Inc. ( WPU ) has given us quite a difficult time in the last few years. We had problems with our sewer a number of times. ( My husband's letter went into detail about these troubles.) Mr. Wrigley gave my husband his anger when he past our home one day and saw the sprinkler system running during a time Mr. Wrigley stated we should not be using the system. We had just spread lawn fertilizer and it needed to be wet in--- to get to the roots. We are not under a little Hitler regime here, are we?

All our married lives we have lived with both a well and a sewer system. We have hand dug a well and we have laid out our own leach fields in the past. Conservation and love of nature is in our blood.

We moved into our custom home with a pool in July of 2000, a few years before Mr. Wrigley took over the water and sewer utility. Never owning a pool before, I went to pool school and was taught both maintenance and trouble shooting. Our pool holds 20,000 gals. of water. The pool is my responsibility and I have kept it in perfect balance, using the proper chemicals and testing every week. Doing so, I have been able to keep the volume of water at its proper height. As you know, putting in too much chemicals can cause more evaporation then if the proper proportion is maintained.

We all feel that we should pay our fair share for the utilities, but the proposed increases are so way out of sync with the rest of our state. Do you realize that Manning residents pay \$9.50 for the first 2500 gal./mo., Goat Island pays \$60.00 for sewer and water/mo. And a small Island like Fripp pays \$170.00 for sewer and water quarterly. If Mr. Wrigley's proposals pass, my family will be paying \$256.00/mo. This is more than our taxes.

Please remember, we are a retirement community.

Sincerely,

  
Dona A Samuels

To: Public Service Commission of South Carolina

Attn: Docketing Department  
Post Office Drawer 116449  
Columbia, SC 29211

From: Dwight Samuels  
25 Fairway Drive  
Manning, SC 29102

Re: Docket No. 2005-13-W/S

To Whom It May Concern:

I am writing in reference to the above docket number 2005-13-w/s, with reference to the rate increase requested by Wyboo Plantation Utilities Inc.

I would first like to address the area of maintenance and repair. The response time by WPU, Inc. is totally unacceptable. When you call their office in Sumter, if you're fortunate enough to get an answer, you are advised that Mr. Wrigley will get back to you. In my experience this is true sometimes and not true other times. I refer to one such instance I had in November of 2004. My sewer alarm went off one morning at 5:00 AM. I called the WPU office. I got an answering machine, I left my number and was called back by Mr. Wrigley, I explained the problem, was told to shut off my breaker, I did. Mr. Wrigley showed up at approximately 10:PM, lifted the manhole cover, lifted the pump, shook it and it worked. Two days later, the same thing happened, I called and left another message. Mr. Wrigley called back and said again shut off the breaker. He came that day and followed the same procedure. Approximately 1 week later the same thing happened, I called, got the answering service, they gave me Mr. Wrigley's cell phone number, I contacted him and he said to lift the cover and lift the pump with pea shovel the way he did. I said no, if I break it, it is my responsibility, I'll wait till you come. He said he was in Columbia and it will be late. He showed up at approximately 10 PM. He did the same thing and said it was getting air locked, I said "Well we have to fix it, this is getting pretty old."

You have to understand; all this time we could not use any water in the house, including flushing the toilets. Finally the week prior to Thanksgiving it happened again. I called WPU again. I told Mr. Wrigley we would be leaving on vacation, and asked if we could have it fixed by the time we returned in a week. I said I would shut off the breaker. He said he would drill a hole in the pipe where it was air locked.

We returned from vacation, there was no message or anything left to say it had been repaired. I saw the breaker was on and I knew it was.

This whole fiasco took about a month with being out of service and inconvenienced by not using the utilities in the house.

As a retired utility employee I find this unacceptable, the repair is temporary. I understand that Mr. Wrigley is employed somewhere else. If this is so, he is running

WPU Inc. as a part time business. We should have had an immediate response to this issue, just like any other type of utility would have handled a trouble call. Also, with respect to water pressure, there are some mornings when I am showering prior to going to work that the water barely drips out of the faucets. Mr. Wrigley told me that this is because too many people are using their sprinkler systems at one time. In a properly maintained system, this should have no bearing on water pressure.

The next item I wish to address is the rate set for a swimming pool. This is totally outrageous. There are currently 10 or more pool owners in Wyboo Plantation. I asked some of them how much water they use to periodically fill their pools, all said it was very rare when they even needed to fill them back up to the circulating system, it is more of the case, to empty the pool before it over flows with the amount of rain we get here. This is also the case with myself, If I put about an inch or so a year it would be a lot, My pool is 10' X 36', I'm not sure of how many gallons is in that one inch of water, but I am sure it is not that much.

It is my understanding that one of the reasons WPU Inc. is requesting this ridiculous rate increase is to subsidize a new water tower and update existing equipment required to service new growth in this community. With most Utilities, this is called, Capital Improvement and the expense is borne by that utility and the subsequent rates are determined by the PSC through public hearings. Therefore, we as residents of Wyboo Plantation should not have to bear the cost of this new construction. The Telephone and Power Utilities construct their plant in this way, they don't ask for a rate increase every time a new subdivision is built or upgraded. This is a cost of doing business.

Next, In comparison to the other water utilities in the area, these requested rates are ridiculously high. For example, it is my understanding the rate in Manning, SC is \$9.50 for the first 2500 gals and \$1.10 per 1000 gals after. If a 2-person family uses less than 3000gals per month the cost is approx. \$10.00. Goat Island is \$60.00 per month for both sewer and water.


If the rates requested by WPU Inc. were to be granted it would cost me the following per month:

Water	\$52.00	per month
Sewer	\$52.00	“ “
Pool	\$52.00	“ “
House taps	<u>\$100.00</u>	“ “ I have 4 outside taps
	\$256.00	per month not including the sprinkler system.

This, in my opinion, is outrageous. The only fair way to administer this is to have WPU Inc. install meters at their cost and have the PSC set a fair and equitable rate for Wyboo Plantation.

In closing, I would like to say that with a billing practice that allows 15 days after the first of the month to be paid without penalty, when the bills are not received until the first, second or third day after the first of the month, a poor maintenance and repair record, poor response time, and an individual who refuses to meet with the community, and seems to have an “attitude” about dealing with the retired people of Wyboo Plantation, that the commission takes all this into consideration, and acts accordingly. We cannot afford to, possibly, lose our homes, and some may, in our retirement years if this ridiculously high increase in rates is granted by the commission.

Please remember, we are a retirement community, your help would be greatly appreciated.

Sincerely,  
  
Dwight D Samuels

Public Service Commission of South Carolina  
Att: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

RE: Docket No. 2005-13-W/S

I am writing in reference to the above docket which I feel an excessive rate increase is being requested for sewer and water. We purchased land here in 1997 and built in 1999. As we were entering retirement we attempted to be very careful and asked many questions to the developers' representatives who owned the utility company at that time; one related to the water and sewer rates. We were told the developer installed and owned the utility and that we would only have to pay \$18.00 per month for both the water and sewer. Some residents actually have written letters stating the above along with the fact that the rates included all maintenance on the individual tank as to pumps, electrical problems, etc. In 2001 our rates were increased by \$20.00 / month (Total of \$38.00 / month) an 111% increase. Numerous questions were asked and was told it had to be done. There was no water rate increase just an added charge for sewer users. Some residents do not have sewer and can't obtain it while others are mandated to the sewer service.

The developer later sold the utility company at which time the new (present) owners proposed several changes including access covers for each property owner tank at the owners expense. Originally everyone was told the utility company would always maintain the system. This and other issues subsided but when problems occurred access covers have been installed; some at the owners expense while others were absorbed by the utility company.

Communications with the utility company is only their billings with mandated water quality reports. One sees very little activity or anyone working on the system. Often times reports of problems with the septic tanks go unanswered without several follow-up phone calls.

I would request you closely look at the figures in the filing to make sure they make sense and represent actual costs, plus investigate the history and relationship of the utility company to both the Wyboo developers and the current owners.

We can not afford the requested rates and will be putting our home on the market until this issue is resolved.

Respectfully,



William L. Cumbee



Samuel T. Welch  
77 Ridge Lake Dr.  
Manning, SC 29102

To: Public Service Commission of South Carolina

ATTN: Docketing Department

Post Office Drawer 11649

Columbia, SC 29211

RE: Docket No. 2005-13-W/S

I am writing in reference to the above docket number 2005-13-W/S.

I have received a proposed rate increase in my water and sewer services. The proposed rates are three times what I am now paying. I also notice that there is to be a twenty-five dollar fee for water used outside. I find this ridiculous. If my water is to be metered, I would be paying for all the water I use whether inside or out. Why should I be requested to pay an extra twenty-five dollars for water used outdoors? Under this proposal I would be paying twice for any water used outdoors.

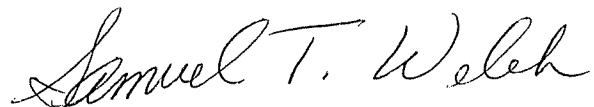
I also read in this proposal that there is to be a fifty dollar connection fee. I feel this charge should be the responsibility of the utilities as it is their decision to place the meters on our homes.

Waste water fees are also inflated. They are to be more than twice what we are now paying for the service. Maintenance on our sewer systems should be the responsibility of the utilities company. Our home was built and approved by the developers and Clarendon County building inspectors. A letter from the Public Service Commission service of South Carolina clearly states that the utilities company is responsible for all the sewer systems from the house out. Therefore if our systems are not up to code the utilities should be required to upgrade them at their expense.

I know we have to allow for inflation but the proposed increase is far above normal inflation. It

should not be the homeowner's responsibility to bail Mr. Wrigley out of a bad business endeavor. Those of us in the community . are retired and on fixed incomes. Mr. Wrigley Should have looked into what he was investing in before he purchased the Wyboo Utilities . We as homeowners in Wyboo Plantation should not have to pay for his financial mistakes. According to the proposal we would be footing all the expenses for the utilities so Mr. Wrigley could enjoy a hefty profit without any of the expense of running a company. It is not our fault that he did not thoroughly investigate a business venture and that we should pay for his lack of knowledge.

I would appreciate having the opportunity to express my views before the Public Service Commission.

A handwritten signature in cursive script that reads "Samuel T. Welch". The signature is written in black ink and is positioned to the right of the typed name.

Wyboo Plantation Property Owner.

John G. Belding  
313 Lake Arbu Drive  
Manning, SC 29102

Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

RE: Docket No. 2005-13-W/S

I am taking this opportunity to address my concerns about the proposed rate increases in the aforementioned docketed proposal. Those concerns are as follows:

- A proposed rate increase of more than 250%
- No accountability of expenses to justify rate increase
- Potential financial obligation to me for the cost of meter installation
- The impact of a 250% rate increase on my fixed income

I believe that Mr. Wrigley has the right to expect a reasonable rate increase over an extended period of time. I do not believe that a 250% increase in cost to the consumer could ever be considered a reasonable increase. Did Mr. Wrigley buy a business that had more liabilities than assets and is this the driving force behind the proposed exorbitant increase?

My father-in-law recently relocated to Wyboo from Maryland. He is 81 years of age and lives in a pre-owned patio home. In August, 2004 he was required to pay a deposit for his water. I was present when they collected the deposit and I questioned the water company employee about the reimbursement of this deposit after 12 months. The employee informed me that the homeowner would be responsible for contacting the water company "because we will probably forget to return the amount." This leads me to question the type and accuracy of the Wyboo Plantation Utilities, Inc. financial records.

In conclusion, I would like to ask that the Public Service Commission take into consideration the concerns of their constituents and the long lasting impact this dramatic increase will have on our future in South Carolina.

Thank you for allowing me to voice my concerns and for representing my best interest in this matter.

Sincerely,

  
John G. Belding

Public Service Commission of South Carolina  
Attn. Docketing Department  
Post Office Drawer 11649  
Columbia, South Carolina 29211  
March 20, 2005

Re: Docket No. 2005-13-W/S

Dear Sirs,

We are a subdivision of 22 homes that are receiving sewer service from Wyboo Plantation Utilities. We have seen no improvement in service from the Utility since service began, some years ago. The only service interruption we have seen was in front of the Glen and Judith Bresky residence at 1099 Mill Creek Drive. Wyboo Utility dug up the edge of the road to find a crack in the sewer pipe under the road. Sewage was backing up at the break in the pipe and it was repaired. This occurred approximately a year ago, and despite numerous requests by Mr. Bresky, the damage to the road from the backhoe has never been repaired.

We feel that a 160% increase of the monthly service fee from 20.00 to 52.00 is exorbitant. It is our intent to be present at the hearing on this matter on May 26, 2005, and to be allowed five minutes time to voice our objection, and to ask the Utility to explain the logic behind this price increase. We will have as many residents of our subdivision present as are available to come.

Very truly yours,

Thomas Orr, President  
Mill Creek Subdivision Homeowners Assn.

Cc: Mark S. Wrigley

**William C. Lenhardt  
817 Bentwood Circle  
Wyboo Plantation  
Manning, SC 29102**

Public Utilities Commission  
State of South Carolina

Re: Requested Rate Increase by Wyboo Plantation Utilities, Inc.

Dear Commission Members:

This is a statement of opposition to the exorbitant rate increase requested by Wyboo Plantation Utilities, Inc. Better business practices might result in greater working revenues.

To whit-- **Better Maintenance**--there was a break in one of the major water lines along Oak Hill Drive--it took several phone calls from different residents (including two from me) and a week's time elapsed before the line was repaired

**More effective customer relations**: Wyboo Plantation Utilities, Inc. makes no effort to stay abreast of the

move-ins of new residents. Other utilities (Time-Warner, FTC, Santee Electric) know immediately when service commences to a new residence. Wyboo Plantation Utilities, Inc. has no idea. The onus is on the new resident to chase them down and make them aware that they are there. I know of several residents who went three months without receiving an invoice and one who went almost a year

The consumer should not be expected to fund capital improvements that better planning and practice would have covered.

Further, previous experience of seven years residency in another South Carolina community utilizing a reverse osmosis system never resulted in the huge bills the rate increase Wyboo Plantation Utilities, Inc.

has requested will generate.

As a senior citizen living on a fixed income, I urge you to deny this increase request.

Respectfully,



William C. Lenhardt

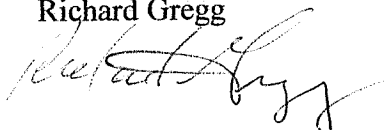
Public Service Commission of South Carolina  
Attn: Docketing Department  
Post office Drawer 11649  
Columbia, S.C. 29211

Re: Docket No. 2005-13-WIS

Ladies and Gentlemen of the Commission

I am writing in reference to the above docket and the requested increase in fees contained therein. Having been a resident of South Carolina all my life, and having resided in numerous municipalities within this great state, I have been subject to and have willingly paid water and sewer bills based on metered services, estimated demand and even cost plus basis. The requested increase in rates is not credible because it more than doubles the present rate. The number of customers is increasing monthly but the cost of providing the service should remain fairly constant. I have seen no increase in utility construction since I built here two years ago. The initial cost of the sewer connection ( grinder pump and septic tank) were born by me in the cost of construction. I understand the cost of materials and even just doing business has gone up along with inflation . The number of people now using the utilities is so much greater now than five years ago it should be cheaper to operate the system based on per person/customer dollar. I am against the increase in the proposed rates unless the utility can justify 130% raise in rate. The additional customers should have substantially increased the operating capital of the utility to the point of neutralizing the costs of inflation. Increases should only be provided to cover inflation or proven expenses.

Sincerely;  
Richard Gregg

A handwritten signature in cursive script, appearing to read 'Richard Gregg', written in dark ink.

**Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia SC29211  
RE: Docket No. 2005-13-WS**

**I am writing in reference to the above docket No. To began with the water and sewer rates Wyboo Plantation Utilities are asking for Equals \$1548 per year. My Property taxes are \$1288 that means I'll be paying \$260 more for water/sewer than I pay for property taxes. I also go up north 4 months out of each year, if you factor this in it comes out like this. 52 water + 52 sewer + \$25 irrigation = \$129/ mo.  $\$129 \times 12 = \$1548$  for 8 months of usages, or \$193.50/Mo. These rates would be devastating for someone living on an \$1800 per month pension and their retirement nest egg.**

**Pictured below is the fence around the Wyboo Utilities evaporation pond**



**This fence has been in this condition as long as I can remember. I think this is one of many reasons the Commission should request to see Wyboo Utility's books.**

**Thanks Bruce Bresky  
18 Ridge Lake Dr  
Manning SC 29102**

Public Service Commission of South Carolina  
Attn: Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

RE: Docket No. 2005-13-W/S

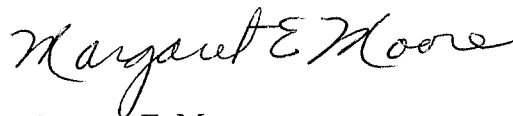
Dear Sirs:

I am writing in reference to the above docket matter. I adamantly oppose the approval of the rate request as filed. I believe the majority of the utility's customers are two person families, mostly retired and frequently traveling (therefore, not at home using water). The utility is requesting a monthly rate of \$52.00 for water plus a \$25.00 per month rate which the filing describes as "all houses with outside hose bibs". Since I would venture to say that 100% of the houses in the service area have an outside hose bib, the effective rate being requested is \$77.00 per month for residential water only. I think it goes without saying that this is a ludicrous proposal and could probably not be justified in the middle of the Mojave Desert let alone in rural South Carolina!

Many of the customers of this utility have pumps in the various lakes in the community and use lake water for their lawn irrigation. To charge these customers \$25.00 per month for what would amount to a few car washes and maybe hosing off a sidewalk or dock would be unconscionable. Aside from the "outside use" proposal, \$52.00 per month is excessive in light of what other utilities in the surrounding are charging. It is my understanding that the \$18.00 per month flat rate we are currently paying is already higher than what others in the area pay for comparable residential use. In my opinion, the proposed rate bears no relationship to the costs a reasonably efficient utility would incur to provide the amount of water used by the typical two person family.

While the filing is quite confusing in some of its provisions it is clear enough to discern that the proposed rate increase is exorbitant. I strongly urge the Commission to look carefully at the filing and the supporting information and not approve it as filed. This is an instance where the public needs the protection of the Commission from an exorbitant rate increase.

Very truly yours,



Margaret E. Moore  
240 Plantation Drive  
Manning, SC 29102  
(803) 478-412



3-17-05

Attn: Docketing Dept.

I am writing in reference to the docket # 2005-13 W/S

Our complaints and our disagreements about the

Water fees increase are as follows:

- 1 Poor service and arrogance
- 2 Poor water pressure
- 3 Water not treated properly
- 4 Water has brown color and residue  
at times, causing appliances to be ruined.

Roces Capricei  
Antoniella Capricei

3-17-05

Public Service Commission - Re: Docket #2005-13- W/S

I live in the Wyboo Plantation  
near Manning, S.C. in Clarendon County.

Our current water supplier, Wyboo  
Plantation Utilities, Inc. CEO Mark  
Wrigley, is asking for a very large  
increase in rates. His current rates  
are high enough in comparison with  
other rates in our area, so WHY THE  
HUGE INCREASE?

I am gone for  $\frac{1}{3}$  the year and  
he still gets paid. He doesn't give any  
credit for the time I'm gone.

He talks about metered rates,  
however I don't have a meter on my usage,  
so how is he going to measure how much water I use.

He wants a rate for outside use and I  
have a completely different source to water my  
yard + shrubs. My outside usage is very small.

It appears to me he is trying to triple  
his rates on everything for no reason.

Thank You for your Consideration

Alan Beckman - Billie J. Beckman